**Key Questions for Technology Recovery Assessment**

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|---|
| 1. What processes are needed to keep my business operational? |
|   How long can services be down? |
|   How much data loss is allowed? |
| 2. What is the interim plan? |
|   Standalone Client Operations          Desktop Work… |
|   Alternate Service Provider(s)          Hotmail… |
|   Manual Recording |
|     Procedures in-place?          Written documents… |
|     Materials in-place?          Forms… |
|     Personnel in-place?          Skilled, Extra hands… |
|   Business Operation Halted |
|     No incoming capabilities          No new orders, admissions… |
|     No operational capabilities          No production capability… Workers sent home |
|     No outgoing capabilities          No external correspondence… |
| 3. What is the recovery effort? |
|   Recovery Assistance |
|   Data Entry |
|     Timeliness          Stale data… |
|     Cost to perform          Duplicate resources… |
|     Lost Revenue          Unrecovered Billings, Lost orders… |
| 4. What is the "image" cost? |
|   Loss of customer confidence |
|   Loss of public confidence |

| Technology Recovery Solution | RTO | Relative Cost | Principal RTO Improvement | RPO Timeframe Improvement |
|---|---|---|---|---|
| 1. No Plan | Indefinite | 1 | NONE | NONE |
| 2. Replacement Hardware | 5-20 days | 2 | Plan - Offsite Backups | Last Offsite Backup |
| 3. Third Party Site | 48 hours | 3 | Contracted SLA | Last Offsite Backup |
| 4. Cold Hardware | 24-48 hours | 4 | HW Availability | Last Offsite Backup |
| 5. Warm Hardware | 24 hours | 5 | HW Online | Last Offsite Copy |
| 6. Hot Hardware | 8-24 hours | 6 | No HW Reconfiguration | Last Offsite Copy |
| 7. Replication w/ Manual Recovery | 2-4 hours | 7 | No Data Trans/Loading | At Failure |
| 8. Replication w/ Global Cluster | 20 minutes | 8 | Automated Recovery | At Failure |

| | Case Study A | Case Study B | Your Site C |
|---|---|---|---|
| Business Needs | | | |
| Recovery time objective (RTO) | 24 Hrs | 4 hrs | |
| Recovery point objective (RPO) | 15 min | Minutes | |
| | | | |
| Technology Recovery Solution | 7 | 7 | |