

# IT DISASTER RECOVERY MANAGED SERVICES

By Infoallianz





Once you've completed your Business Impact Analysis (BIA) and Risk Assessment (RA), made decisions regarding backup and replication strategies, determined your Recovery Time Objective (RTO) and Recovery Point Objective (RPO), and have your Disaster Recovery (DR) Plan ready, the next step is focusing on the practical execution.

This is where we step in and work with your team to not only actively manage but also execute its operational part. Our goal is to ensure that your recovery processes are updated and operate smoothly, leaving you well-prepared and confident in the face of any disruptions.

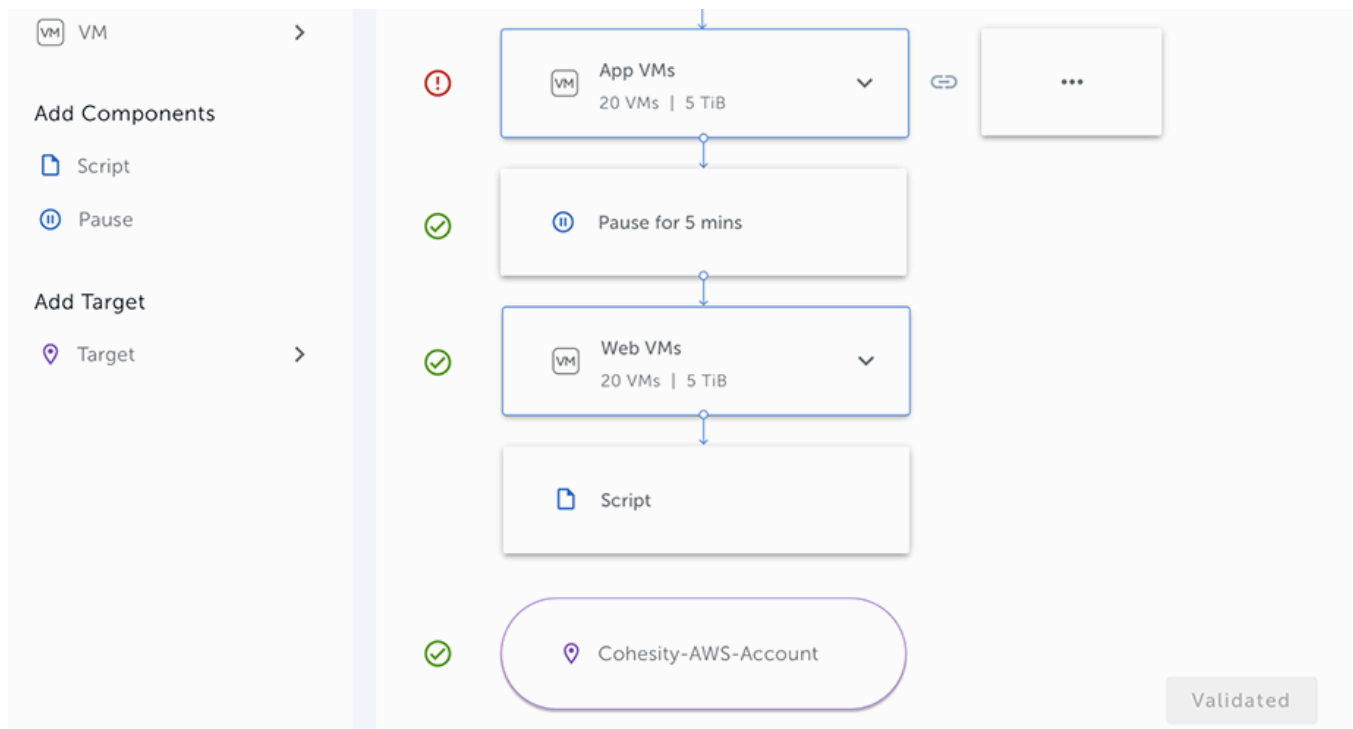
Our IT Disaster Recovery Managed Services are geared towards establishing, testing, and maintaining effective disaster recovery procedures. We make sure you have a well-documented plan, the ability to practice and enhance your response, and the flexibility to adapt to changes in the IT landscape, thus maintaining resilience when confronting potential disasters or interruptions.

Let's delve deeply into the systematic approach we use for our service deliveries:

## Runbook Management Services:

Runbook management is crucial in IT Disaster Recovery (ITDR) as it ensures preparedness and efficiency during crises. It maintains up-to-date guidelines for recovery procedures, validates their accuracy, and incorporates changes, enabling swift response and minimizing downtime, which is vital for safeguarding data and business continuity in the event of disasters or disruptions. Our services:

- Development and continuous upkeep of the Disaster Recovery (DR) runbook.
- Validation of runbooks through tabletop exercises and reviews to ensure they remain current, precise, and efficient.
- Inclusion of any changes in the system or the introduction of new applications into the runbook.
- Assessment of alterations made to the production environment to understand their impact on operations and their subsequent integration into the runbook.
- Generation of necessary scripts as part of ITDR runbook management.



### Drill Support:

By regularly conducting drills, organizations can test their recovery procedures, identify weaknesses, and train their teams. This proactive approach minimizes downtime, reduces risk, and helps safeguard critical IT operations during disasters or disruptions. Our services:

- Continuous assistance for Disaster Recovery (DR) drills, according to the client's needs.
- Assessment of pre-drill strategies and plans.
- Execution of preliminary simulations prior to the actual drills.
- Conducting pre-drill checks and post-drill evaluations.
- Providing clients with comprehensive reports regarding the DR drill execution.



Testing Our Disaster  
Recovery Plan



### Monitoring, Maintaining and Managing Configurations of the Orchestration Tool:

Monitoring, maintaining, and managing configurations of the orchestration tool is crucial in IT Disaster Recovery (ITDR) to ensure seamless, efficient, and up-to-date execution of recovery processes. This ensures the timely detection and resolution of issues, guarantees that the tool operates optimally during a crisis, and allows for swift adaptation to changing system requirements, ultimately enhancing the reliability and effectiveness of ITDR procedures.



Failing to address these responsibilities can lead to increased risks of ITDR process failures, prolonged downtime, and inadequate response in critical situations. Our services:

- Consistently monitoring and upkeeping the existing IT Disaster Recovery (ITDR) orchestration tool to ensure seamless testing/drills at any time. Furthermore, delivering monthly reports to provide insights into the tool's operational efficiency.
- Supervising the operational status of the orchestration tool's dashboard.
- Managing the server of the tool, which includes overseeing updates and patches when necessary.
- Swiftly responding to alerts generated by the tool, which involves identifying and resolving issues to maintain the recovery environment's health.
- Notifying relevant stakeholders to take proactive actions in case of any discrepancies between the Data Center (DC) and Disaster Recovery (DR) systems.
- Maintaining the tool's preparedness and ensuring it remains current by incorporating any configuration updates.

## Infoallianz IT Disaster Recovery Managed Services

Our services guarantee the effective implementation of a strong and thoroughly prepared disaster recovery strategy. This leads to improved operational resilience, minimized downtime, and the capacity to accommodate shifts in the IT environment.

With our services, clients can approach potential disruptions with a sense of security, ensuring the continuity of their business and mitigating financial and reputational losses.

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