

Continuity of Operations Planning (COOP) & Disaster Recovery Solutions

The Challenge

Imagine the potential impact that the loss of access to information or systems of the Federal government would have, and the cascading effect on all of the agencies and individuals who rely on that data. Many of the challenges that Federal agencies confront on a daily basis are the same as those faced by their commercial counterparts. But as a government agency or department, you have added pressures like complying with Continuity of Operations (COOP), Continuity of Government, (COG), Homeland Security Policies, and carrying out mission accountability at all times.

In today's global information age, business continuity takes on a higher level of complexity and urgency than ever before. Natural disasters, security intrusions and acts of terrorism can cripple operations, and limit an agency's ability to deliver critical services to citizens and organizations across the country. Without a solid plan, an untimely event could put your agency – and even citizens – in jeopardy. Federal agencies must have uninterrupted access to mission-critical data and systems, or what a myriad of governmental directives refer to as Continuity of Operations (COOP) planning. SAVVIS has the required resources to provide it.

Benefit from SAVVIS' Leadership in Resilient Infrastructure Solutions

When you rely on SAVVIS, you are not just getting exceptional governmental regulatory knowledge, expert advice and best-in-class program management: you are partnering with the industry leader in resilient IT infrastructure solutions.

We offer our customers a robust, flexible high-availability infrastructure that is designed to survive virtually any disaster. With comprehensive networks and systems that provide up to 99.99% availability, we are best qualified to help ensure your agency never experiences a service interruption in the first place. Our focus has always been on IT infrastructure, whether it is helping to ensure that systems are always available, or recovering them when they do go off-line.

SOLUTION HIGHLIGHTS

- Industry leader in resilient hosting and network IT infrastructure solutions
- Proprietary methodology leverages governmental and industry best practices and guidelines
- World class certified business continuity and disaster recovery professionals with exceptional governmental regulatory knowledge
- Comprehensive and flexible portfolio of consulting and technical solutions that support each phase of the COOP/DR lifecycle
- Multiple outsourcing options that fit your agency's environment and needs as they change



To maximize your agency's mission critical infrastructure, applications, web site availability and other core IT systems in good times and in bad, SAVVIS offers:

- **World-wide Recovery Sites** utilizing our 25 state-of-the-art datacenters
- **Secure Database Mirroring** over our robust Tier 1 public and private network
- **Premier Managed Security & Hosting Services** for your entire production network, including Utility Computing services for automatic failover
- **Digital Content Services** including CDN (Content Delivery Network) and ITM (Intelligent Traffic Management) to maintain user-experience and functionality in the event of increased Web traffic and/or interruptions in a particular server's availability
- **Best-in-Class Professional Services Team** including certified Business Continuity and Disaster Recovery Professionals

Understanding COOP

Continuity of Operations Planning (COOP) is now a fundamental part of the planning process for many government agencies, especially within the Federal government. This increased emphasis is due, in part, to a series of mandates and Presidential Directives, which have amplified the importance of business continuity and recovery management as an essential requirement.

Our expert team understands the operation and programmatic aspects of these Executive mandates, and supports COOP/DR requirements, by blending the best of our technology portfolio with our skilled professional services team to deliver a fully-compliant COOP/DR solution. We know how important continuity of operations planning and disaster recovery is to your agency, and we have real-world experience combined with the technical expertise to prove it!

We're In This Together

While building a COOP/DR plan is an agency-wide effort, implementing it is increasingly becoming the job of the agency's CIO, CTO, CFO and IT support staff. With the majority of Federal operations now depending in some way on IT and telecommunications infrastructure, making sure the government can continue to do business in the face of disaster – or any other event that might otherwise interrupt business-as-usual – typically falls on this group.

Technology has made it easier to shift operations to other locations in times of crisis, but it has not made establishing COOP/DR any easier. For organizations that do not have the internal expertise associated with running high-availability networks and data centers, it is that much harder.

SAVVIS in collaboration with your COOP/DR executive management team and IT department, will help you develop a business continuity and disaster recovery plan for protecting your agency. Our team will work with yours to develop a solution that will enable you to establish and execute plans based on the Presidential Directives Decisions 63 and 67, as well as the updated FPC 65, while meeting ISO 17799 and SAS requirements.

We will design and optimize an architecture that offers the best balance between high-availability and disaster resilience that is in line with your stated requirements. We will also help develop recovery plans and testing scenarios that correspond to new FPC 65 guidelines as they relate to Testing, Training and Exercising Programs and Acquisition of Alternative Facilities. Your IT staff will be trained on key processes and operational elements, and we will provide you with a framework for continuous improvement.



Executive Mandates:

Continuity of Operations

Office of Management & Budget Circular A-130

OMB Circular A-130 requires continuity of operations planning for every information system, including:

- Contingency planning for short-term impacts
- Continuity planning for longer-term impacts
- Rapidly and effectively handle potential disruption of mission-critical functions

Presidential Directive 63

PDD calls for a nation-level effort to assure security of interconnected infrastructure, including:

- Information Technology
- Telecommunications
- Telephony
- Physical Infrastructure

plus other interconnected infrastructure

Presidential Directive 67 Federal Preparedness Circular 65

PDD 67 and FPC 65 outline key elements for creating viable and executive contingency plans to meet COOP, including:

- **Recover Essential Operations** within 12 hours of any type of system and facility outage, including an emergency (FPC 65)
- **Alternate Facilities** for key staff to perform under various threat conditions, even if primary facilities are inaccessible
- **Interoperable Communications** to maintain critical communications within and between agencies to customer and to the public
- **Protection & Availability of Vital Information** to protect and enable critical information systems, applications, and records needed to support inter- and intra-agency functions

in addition to other requirements

Taking a Holistic View

Unlike software or hardware providers who offer narrow “point solutions,” SAVVIS offers solutions that are focused on the overall objective of the mission: helping to keep your agency’s data and systems up and running, no matter what. We differentiate ourselves by taking a holistic, proactive view of the business, and focus on both reducing the likelihood of risk and limiting event impact. We offer clean, unique perspectives that protect your agency, and we design continuity and recovery plans that are both efficient and easily maintained.

Our COOP/DR consultants draw on a vast knowledge base of successful solutions, proven designs, and best practices derived from actual incidents including power outages, server failure, human error, hurricanes and other real-world events. Such field-tested expertise means that we can deliver a comprehensive suite of services which address your whole COOP/DR program, or components therein.

The SAVVIS Methodology: A Proven Process Makes the Difference

SAVVIS’ COOP/DR solution utilizes the SAVVIS Transformation MethodologySM, which is a broad proprietary framework that incorporates a unique combination of people, processes, and technologies. This methodology was developed to streamline business continuity and disaster recovery practices, helping agencies ensure a business environment with reliable continuance and a seamless recovery in the event of a crisis.

The STMSM framework follows a six-phase process, which encompasses the complete Continuity of Operations Planning and Disaster Recovery lifecycle, incorporating COOP/DR planning elements as mandated by the Government directives for key areas like identification of essential functions and orders of succession, and commercial best practices that include the Disaster Recovery Institute and Business Continuity Institute standards and guidelines.



Because every agency has different needs, SAVVIS has developed a modular approach to the consulting work that we carry out for our customers. Each of the phases included in the SAVVIS COOP/DR lifecycle can be tailored to meet your agency's unique objectives. Our solutions can be customized to fit your business model, and adjusted to meet internal and external changes throughout the lifecycle.

SAVVIS COOP/DR Delivery Model

SAVVIS utilizes a highly versatile, multiple-phase implementation model. Each phase includes the following key steps:

Project Initiation

- COOP Objective & Requirements
- COOP Definition/Terms/Assumptions
- Scope & Cost of COOP Project
- Establishment of Steering Committee
- Establishment of Resources

Requirements Analysis

- Disaster Mitigation
- Threat Analysis
- Security Assessment

Business Impact Analysis

- Critical Requirements
- Maximum Outage
- Outage Impact

Alternative Recovery Strategies

- Technical Recovery
- Facility Recovery
- User Recovery

Plan Design & Development

- Business Recovery Organization (BRO)
- Scenario to Execute Plan
- Escalation, Notification Plan Activation
- Vital Records & Offsite Storage Program
- Personnel Control Program
- Data Loss Limitations

Plan Implementation

- Emergency Response Procedures (Evacuation)
- Command, Control & Emergency Operations Center
- Delegation & Designation of Authority
- Resumption, Recovery & Restoration Procedures

Plan Testing & Exercising

- Exercise Program & Objectives
- Plan (Exercise) Evaluation
- Training & Corporate Awareness Program(s)

Plan Maintenance

- Schedules & Budgets
- Program, Status, Reporting, Audits
- Plan Distribution & Security

Best of Breed Solutions

SAVVIS offers a variety of analytical and technical solutions that support each phase of the Continuity of Operations Lifecycle Planning model, and can also be combined with any of SAVVIS' networking, facilities, managed services and content distribution offerings to provide an IT infrastructure that ensures a business environment with reliable continuance and a seamless recovery in the event of a crisis.



COOP GAP ANALYSIS SERVICE

Assessing agency's existing Continuity of Operations plan against government and industry best practices.
Design remediation roadmap to close identified gaps.

COOP POLICY & STRATEGY SERVICES

Reviewing & developing COOP policies and strategies to ensure the continuity of government operations.

COOP RISK MANAGEMENT SERVICES

Helping agencies address and mitigate threats and vulnerabilities.
Business impact of mission-critical processes and functions.

IT DISASTER RECOVERY PLAN SERVICES

Assessing an agency's current IT disaster recovery capabilities.
Designing and implementing a pragmatic disaster recovery program.

VALIDATION & TESTING SERVICES

Helping agencies develop an effective testing program to validate continuity of operations capabilities.

CHANGE MANAGEMENT SERVICES

Ensuring current change management processes integrate with agencies COOP/DR plans.

RECOVERY SITE SERVICES

Assessing the functionality of any site to be used for recover from any disruption to normal agency operations.

DATA BACKUP & RECOVERY SERVICES

Assessing, designing and implementing backup hardware and software storage solution to preserve, transport and restore critical agency data.

SERVER TECHNOLOGY SERVICES

Assessing, designing and implementing server technologies and associated infrastructure for recovery site(s).

NETWORK TECHNOLOGY SERVICES

Assessing, designing and implementing network technologies and infrastructure to ensure access to information after a catastrophic event.

Industry Leading Experience

SAVVIS has spent many years building our credentials, and working with many government agencies in the process. Today, we can offer comprehensive experience in identifying threats, risks and vulnerabilities, and building the counter-measures that agencies demand when it comes to ensuring continuity of operations.

SAVVIS Federal Systems has successfully completed many engagements with government agencies to help them assess their requirements, align their budgets to take full advantage of the SAVVIS zero CAPEX solutions, and implement the agreed to solution flawlessly.

Our experts have been at the forefront of designing, securing and supporting risk mitigation for some of the most complex networks in the world, including many Fortune 1000 companies and the United States government. Our team of experts is comprised of senior professionals who have honed their skills through corporate leadership, consulting, investigative branches of the government, law enforcement, and research & development.

Many of SAVVIS' personnel hold advanced technical degrees, as well as a wide array of industry-recognized certifications including CISSP, CISA, CBPC and numerous SANS/GIAC certifications.

SAVVIS Federal Systems customers include: the General Services Administration, the Federal Election Commission, Homeland Security, Defense, National Labor Relations Board, Treasury, Interior, Energy and others. Plus, SAVVIS has over 5,000 enterprise customers. In fact, over 25% of all Internet traffic uses SAVVIS infrastructure and services.



Get Ahead

Today the Federal government faces a multitude of tough IT challenges, as well as the need to make information readily accessible to a broad array of public and private groups. To meet the challenge of serving the nation and protecting its vital resources, you need a trusted partner with deep IT experience in the public sector.

Although many vendors offer Business Continuity and Disaster Recovery services to Federal agencies and their contractors, few providers can offer exceptional governmental regulatory knowledge, best-of-breed solutions and a world-class global hosting and network infrastructure.

SAVVIS can provide the solutions and expertise you need to fulfill your mission to keep critical information safe and available, and ensure the continuity of government operations.

Additional information regarding our Hosting, Security and Digital Content Services is available in the associated SAVVIS Service Guides. Please contact your SFS Account Executive for additional details.

Let SAVVIS meet the challenge by leveraging our team of highly-skilled Continuity of Operations professionals, who have been in the forefront of designing and protecting some of the most complex IT infrastructures in the world.

About SAVVIS Federal Systems (SFS)

The parent company, SAVVIS, Inc. (NASDAQ: SVVS) is a global IT Utility provider that leads the industry in delivering secure, reliable and scalable hosting, network and application services.

SAVVIS' strategic approach combines the use of virtualization technology, a utility services model, and an increased usage of automation software management and provisioning systems for enhanced customer performance.

As one of the world's largest providers of IP computing and communications services, comprehensive hosting services, and digital content services, SAVVIS allows customers to focus on their missions rather than focusing on their IT infrastructure.

SFS offers the entire SAVVIS solution set to Federal agencies and their contractors, via the GSA Schedule 70. We are pleased to be a subcontractor to small and large businesses, with proven performance credentials for providing best-value solutions to Federal clients.

Our solutions approach is to collaborate openly and honestly with our clients and partners, to design and implement end-to-end IT infrastructure solutions that support their mission-critical applications.

For more information about the broad range of services that SAVVIS Federal Systems offers to its customer base, please visit us at www.savvis.net/federal