

Business Continuity

A plan to keep going

Lenny Murney, **Absolute!**

Absolute!

Absolute!

An independent service provider servicing everything in
and around Lawson Software™

Lenny Murney

Vice President Technologies Marketing

Focused on leveraging Lawson, tools and information to
enhance your business

Absolute Products & Services

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Lawson Services Group

- Mentoring
- Performance Tuning
- Web Portal Expertise
- Lawson Reporting Services
- Monthly Support Agreements
- Disaster Recovery
- New Product Implementation
- Upgrades
- Java Development
- Custom Interfaces
- Custom Development

Performance IT

- A **New** service providing a Controlled Production Environment for Lawson.

- Agenda
 - What is Business Continuity
 - Exposure
 - Experiences, it is a real world
 - The impacts
 - Resources
 - Secondary impacts
 - Lessons learned

- **What is Business Continuity**
 - The ability to keep business operations running after a disruption
 - Goes beyond server backup and recovery
 - Includes a strong Disaster Recovery plan
 - Built around current business processes

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- Business interruption
- The ability to work with any disruption
 - Environmental, accidental and technical disruptions
- Deal with local and wide spread outages
 - Handled on a case by case basis
- Plan for the Big One, work with the small ones

- Local outages
 - Severed communications cables
 - Snow or rain

- Wide spread outages
 - Katrina brought out the extremes
 - Wide spread need for services

- Expose what works and what needs improvement



The impacts

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- Exposed the impacts from non-related industries
- Complete DR execution
 - Backup and recovery
 - Site relocation
- Internal
 - A disconnected workforce
 - Dismantled work schedules
- The customer
 - Service interruptions
 - Time of biggest customer need
- Amazing things will happen

- Employees
 - Permanent and temporary contact information
 - Before and after scenarios
 - Other distractions
- Technical
 - Server support
 - Remote network access
- Task management
 - Recovery tasks
 - Business tasks
 - Managing assignments



Secondary impacts

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- Technical infrastructure in tact
- Communications on-line
- Loss of employee focus
 - Energy and adrenalin run out
 - Personal impacts and distractions
 - Days to weeks later
- The extra effort
 - Expect distracted employees
 - Reduced work force
 - Employees need to know the tasks that need to be completed



Lessons learned

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- Communications
 - Before and after
- Be aware of the secondary impacts
- Plan for remote users
 - A disconnected work force
- Need to track and organize work tasks
- Implement good practices before hand
- Make use of tools now to reduce the impacts later



Where to start

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- Understand your current business processes
- Seek out ways to share information and tasks
- Open remote communications paths
 - VPN network connections
 - Central call in numbers
- Documentation

Gives the added benefit of enhancing your current
business tasks

- Understanding how you do business now
 - Key in keeping you going later
- Use all the available tools
- Communications is key
 - Employee communications before
 - Technical communications
 - Employee communications after
- Have the confidence to use your Business Continuity plan

Thank You!

Questions?

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