







Disaster Recovery for Home-Based Contractors

John P. Ceraolo, CISSP, CISM, CISA
Director, Information Security
Arise Virtual Solutions Inc.

March 12, 2010




Assumptions

-  Not a sales-pitch
-  Interactive
-  Hoping to stimulate thought on the topic
-  Hope to learn as much from you



Problem Statement

 *As the At-Home contractor population becomes more prevalent in business today, how are we managing their recovery process needs? How much are we responsible for this planning? How can we leverage this population to our advantage?*



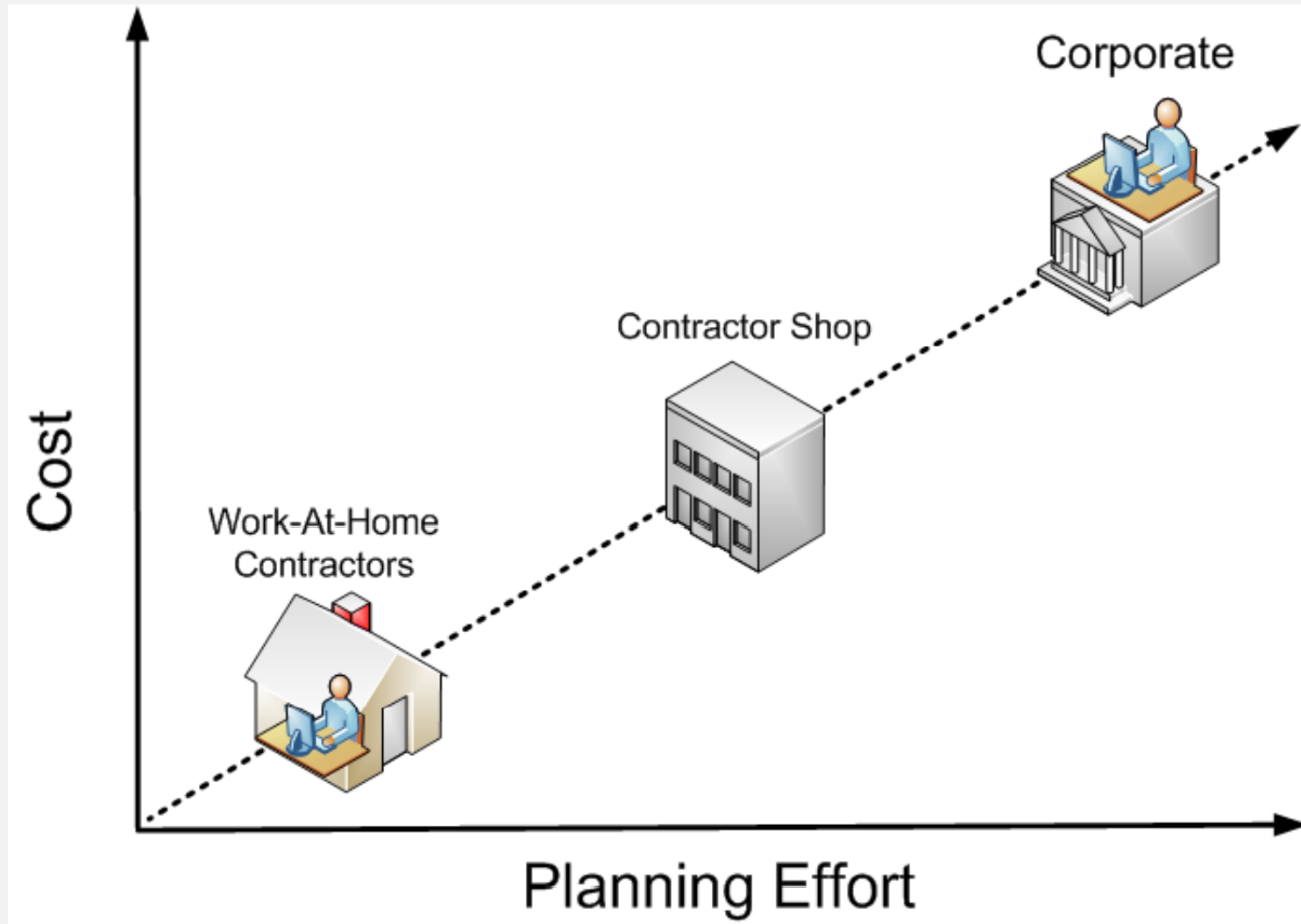
Feel for the Room

- 🌀 How many of you use contractors for your business?
 - Why?
- 🌀 How many use contractors that are in-house?
 - Why are they in-house?
- 🌀 How many use contractors that are not in-house, but onshore?
 - Why onshore?
- 🌀 How many use offshore contractors?
 - Why offshore?
- 🌀 How many use work-at-home, onshore contractors?
 - Why?



Cost and Planning Effort

Where your priorities are...





Human Capital and Resources

Consider these three environments

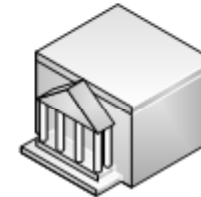
Human Capital

Target Resource



Employees

Connectivity

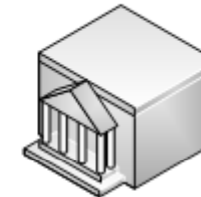


Primary Data Center



Contractor Shop

Connectivity

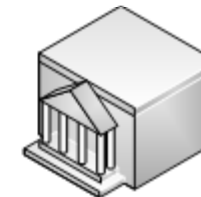


Primary Data Center



Work-At-Home
Contractors

Connectivity



Primary Data Center



Human Capital and Resources

Multiple Scenarios – Loss of the Data Center

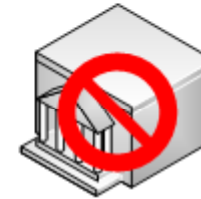
Human Capital

Target Resource



Employees

Connectivity

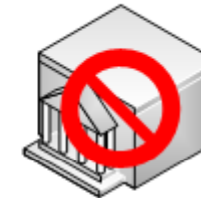


Primary Data Center



Contractor Shop

Connectivity



Primary Data Center



Work-At-Home
Contractors

Connectivity



Primary Data Center



Data Center Loss

- Employees
 - Plan is built for them
 - Secondary sites
 - Communication structure
 - Potential remote emergency teams
 - Corporate Aid
- Contracting firm
 - Likely included in planning
 - The firm likely has its own plan
 - Part of sub-plans
 - Main contact point within organization
- At-home contractors
 - Have you planned for them?
 - Dispersed
 - Can they wait?



Human Capital and Resources

Multiple Scenarios – Loss of Network Connectivity

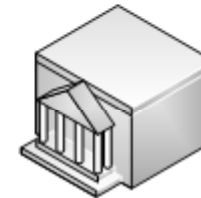
Human Capital

Target Resource



Employees

Connectivity

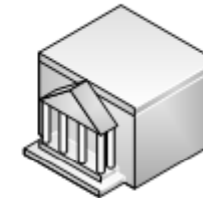


Primary Data Center



Contractor Shop

Connectivity

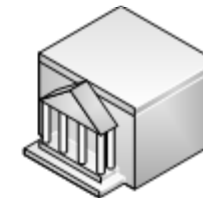


Primary Data Center



Work-At-Home
Contractors

Connectivity



Primary Data Center



Network Connectivity Loss

Employees

- May not impact them, if they use a dedicated circuit
 - Auto-failover technologies
 - Communication structure
 - Impact to customer?

Contracting firm









- Likely impacted, as a collective
 - Could be their connection, but your productivity loss
 - Potential for backup connectivity

At-home contractors

- Same challenges as your customer?
 - Dispersed
 - Can they wait?



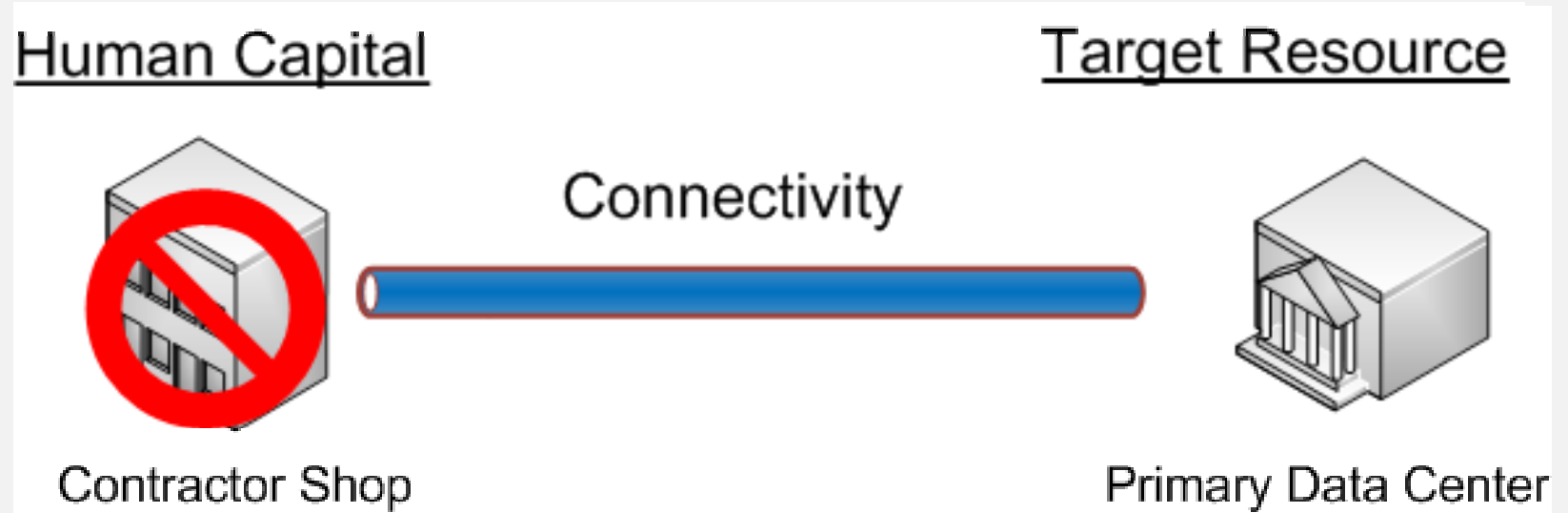
Office and/or Employee Loss

-  Business Continuity Plan
-  Disaster Recovery Plan
-  Emergency Response Team
-  Crisis Response Team
-  Away-team activation
-  Employee care programs
-  Emergency Operations Centers
-  Temporary Accommodations
-  Remote Operations
-  Pandemic?



Human Capital Losses

Multiple Scenarios – Loss of Contracting Shop





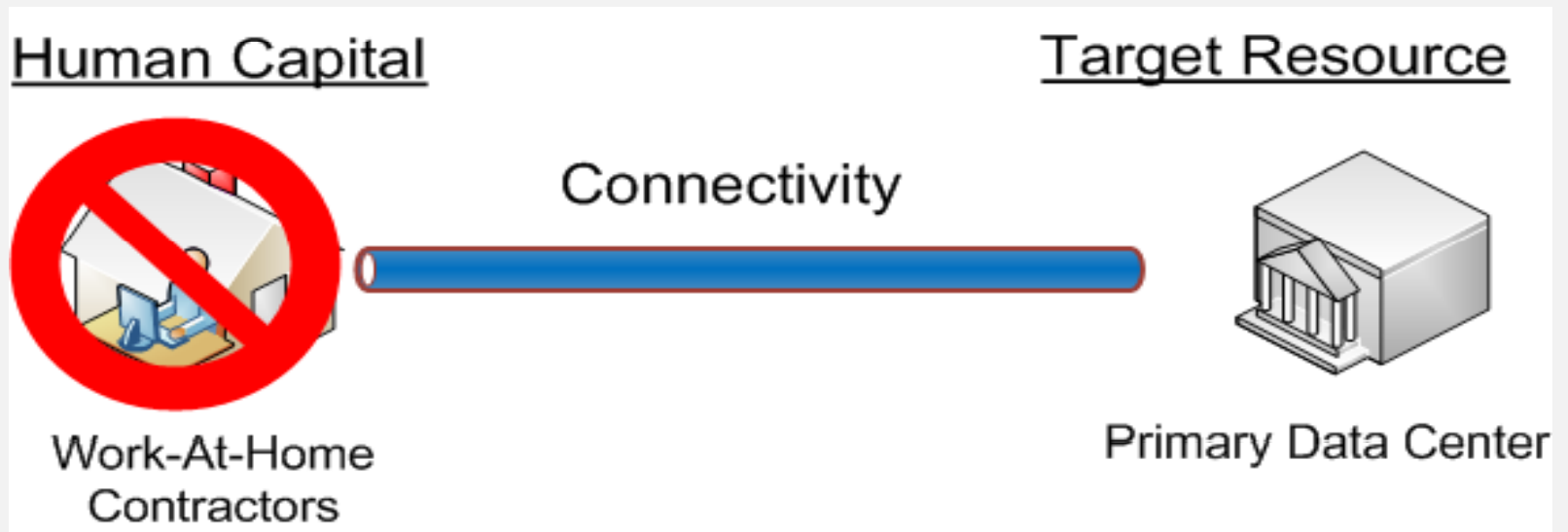
Contractor Shop Loss

- Contractually bound to recover?
- Option of other resources from other office locations
- Individual plans if they are victim to same scenario (or not?)
- Impact Analysis – what does it mean to lose this firm?
- Who else do you have that can do the job?
- Where is the intellectual property?



Human Capital Losses

Multiple Scenarios – Loss of Work-At-Home Contractors





Work-At-Home Contractor Loss

- Widespread scenarios would have the greatest impact
- Slow to communicate this as an issue
- No option of other resources from other office locations
- Impact Analysis – what does it mean to lose this individual?
- Who else do you have that can do the job?
- Where is the intellectual property?



Mitigating Loss for Contractor Resources

- Carefully evaluate your dependency – does any one project depend on contractors 100%?
 - What are you prepared to live without, and for how long?
- What does your contract say?
 - RTO?
 - Replacements?
- Include Contractor Services in your BIA
- Refine communications to these services during a disaster
- Your IP should stay with you – utilize client/server for near term/finished product – wherever possible
 - Include in your contract



Risk Considerations for your At-Home Contractor Resources

- May be in your impact sphere
- Recovery Capability
 - Power
 - Internet Service
 - Phone Service (cell prohibited?)
 - Laptop?
- Loss of home is loss of office (the “Game Over” theory)
- Limited contractual recourse
- Difficulty in retro-fitting contractor into your in-house resources



Leverage your At-Home Contractor Resources

- Disperses your work force – minimizes impact of business or technical resource loss
- Reduced overhead – footprint, etc. Cost of recovery pushed back to contractor
- Unencumbered by your BC/DR activation plans or emotional grip within your office
- Consideration for pandemic solution



Thank you

Questions?