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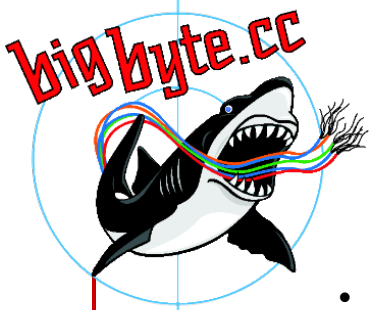


**BUSINESS CONTINUITY
& INFORMATION
TECHNOLOGY**

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Contact Heather for more information on our Consulting Services
or to schedule a presentation.

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BUSINESS CONTINUITY—QUICK LIST

- FORM A BUSINESS CONTINUITY PLANNING COMMITTEE. APPOINT A COORDINATOR AND A MEMBER FROM EACH DEPARTMENT (PREFERABLY A DEPARTMENT HEAD) TO ASSURE CLEAR PATHS OF COMMUNICATION.
- TRAIN COMMITTEE COORDINATOR TO BE A CERTIFIED BUSINESS CONTINUITY PLANNER AND TO ATTEND A REPUTABLE BUSINESS CONTINUITY CONFERENCE FOR PROPER TRAINING AND EDUCATION.
- IDENTIFY MISSION CRITICAL PROCESSES. IDENTIFY MANDATORY ISSUES.
- IDENTIFY MISSION CRITICAL HARDWARE. DETERMINE WHAT PROCESS CAN BE DONE MANUALLY AND WHICH ONES ABSOLUTELY REQUIRE HARDWARE (NOTE: SOME HARDWARE MAY BE VERY EXPENSIVE AND MANUAL PROCESSING MAY BE MORE COST-EFFECTIVE).
- HAVE CRITICAL STAFF IDENTIFIED WITH RESPECTIVE ROLES DESIGNATED. HAVE COPIES OF MISSION CRITICAL DOCUMENTS AND OF THE BUSINESS CONTINUITY PLAN IN TRUNKS/OFF SITE LOCATION FOR DESIGNATED COORDINATORS.
- CONFIRM REGULATORY ISSUES, CUSTOMER SERVICE ISSUES, AND COMPANY INCOME (REVENUE GENERATION AND PAYROLL).
- ASSIGN A TIMELINE FOR MISSION CRITICAL PROCESSES. WHAT IS IMPERATIVE WITHIN A 24-, 48-, 1-WEEK, 2-WEEKS PERIOD. 4 WEEKS SHOULD BE THE MINIMUM DOWNTIME PLANNING PERIOD.
- IDENTIFY AND QUALIFY WHETHER AN OFFSITE FACILITY WILL BE USED AS A PRIMARY COLLOCATION SITE, DISASTER COLLOCATION SITE, FOR MEDIA STORAGE (I.E. TAPES, HARD DRIVES, DOCUMENTS), OR FOR WORKFORCE COLLOCATION.
- YOU SHOULD HAVE A WRITTEN, DOCUMENTED PLAN PER DEPARTMENT AND IT SHOULD BE REVIEWED ON AT A FIXED FREQUENCY PER YEAR.

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EXAMPLE--CRITICAL IT BREAKDOWN WORKSHEET



UTILIZE THIS TOOL TO DETERMINE ALL SYSTEMS NEEDS FOR IDENTIFICATION IN YOUR BUSINESS CONTINUITY PLAN

CRITICAL INFORMATION TECHNOLOGY PROCESS BREAKDOWN

DEPARTMENT:

DATE:

KEY COMPONENTS

SYSTEM	PLATFORM	HARDWARE	SOFTWARE	MATERIALS	USERS	SUPPLIERS



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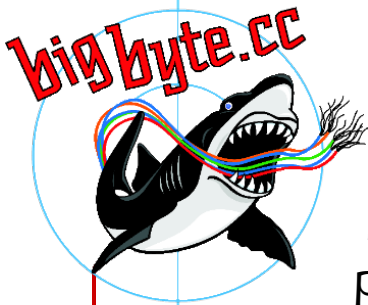


EXAMPLE—CRITICAL PROCESS IMPACT MATRIX

UTILIZE THIS TOOL TO IDENTIFY CRITICAL SYSTEMS PER YOUR RECOVERY TIME OBJECTIVE DETERMINED IN YOUR BUSINESS CONTINUITY PLAN.

CRITICAL PROCESS IMPACT MATRIX																			
DEPARTMENT:																			
SYSTEM	DATE:	PLATFORM	NORMAL OPERATING		CRITICAL OPERATING		SUPPORT		CUSTOMER CONTACTS										
			DAYS	TIMES	DAYS	TIMES	PRIMARY	BACKUP	PRIMARY	BACKUP									

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BIGBYTE.CC—THE TOTAL PACKAGE

It is our mission to be the Southwest’s premiere provider of business continuity, disaster recovery and collocation services.

SEE HOW BIGBYTE.CC CAN HELP YOU WITH ALL YOUR PLANNING AND EXERCISE NEEDS.

AUDITS

- >> Coordinated reporting for corporate auditors
- >> Business Impact Analysis reporting and review
- >> Regulatory compliant services
- >> Coordinated efforts for further compliance

TESTING

- >> Assistance with BC Plan development and review
- >> Facilitation of BC/DR Exercises

RECOVERY SPACES

- >> Scalable data center spaces
- >> Scalable workforce relocation areas
- >> IT command centers and conference rooms

Our objective is to provide fully compliant services at “best value” pricing.

Our customer’s needs define our objectives and performance standards.

Our performance is measured by responsiveness in satisfying these needs.

Success is measured by satisfying our customer’s needs – any time, every time



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