



ICT RESILIENCE REVIEW

Improve business resilience and ICT infrastructure efficiency

Understanding your ICT environment in depth is key to improving your business resilience and the efficiency of your ICT infrastructure.

Using the specialist expertise of Sungard Availability Services' Consultants to apply industry best practice, you can quickly identify and remedy any issues in your ICT infrastructure, to ensure that it is fully aligned to the needs of your organisation.

Service Overview

Sungard AS's ICT Resilience Review provides organisations with an evaluation of their ICT infrastructure and provides customers a detailed report of vulnerabilities and recommendations aligned to best practice.

This review is ideal for customers wishing to develop a roadmap for the future and to justify investment in their environment.

This service aligns with components of the BSI's BS 25999 and the principles of BS 25777.

The review covers all areas of your ICT infrastructure including:

- **People** – Skills, knowledge and expertise
- **Premises** – Environment and facilities
- **Technology** – Equipment including servers and network
- **Data** – Storage, backup and communications
- **Processes** – Operational activities
- **Dependencies** – Suppliers, partners and other business units.



The Benefits

- The review gives you an objective vendor neutral review of your infrastructure, allowing you to make practical plans that can be easily cost-justified
- The review's findings are colour coded by priorities and accompanied by recommendations for improvements for your business resilience and IT efficiency
- An overall understanding of how the IT infrastructure aligns to industry best practice
- The review highlights to the business, in objective and straightforward terms, the challenges facing IT, and their implications to the business
- The review can help provide a solid foundation for budget planning:
 - Using a phased approach for implementations
 - Focussing on those activities posing the most threat.

The review can be extended to cover:

- **Your BCM arrangements, including your RTOs and RPOs, by applying BS 25999 – this complements the review of your ICT**
- **A unified and objective view of overall efficiency, effectiveness and resilience of the organisation.**

What it involves?

- A Sungard AS Consultant will contact you to discuss your requirements and request relevant information to review prior to site visit
- There will be one site visit to each data centre where the Consultant will follow a structured formal process to capture information
- Interviews will be conducted with key personnel to understand the operational aspects of ICT
- Interviews may be conducted with key personnel to understand the business aspects of BCM
- The analysed information alongside recommendations will be provided in a structured report, (highlighting information against the key Standards components). A red, amber, green (RAG) traffic light system is used to easily identify where Sungard AS feel action is required
- A Sungard AS Consultant will present their findings and recommendations to you.

About Sungard Availability Services

Sungard Availability Services provides managed IT services, information availability consulting services, business continuity management software, and disaster recovery services. To learn more, visit www.sungardas.co.uk or call 0800 143 413

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