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### Disaster recovery techniques.

The company acquires Superior Document Services. Completes merger with Pivotal Acquisition Corp., resulting in KLDisccovery becoming a public company. The company acquires Strategic Legal Solutions and Compiled. The company opens document review facilities in Stuttgart/Böblingen, Germany and Sydney, Australia. The company opens a data centre and document review facility in Canada. Nebula Portable™ is launched, offering powerful processing, filtering and analysis capabilities while keeping data on-site. An updated Nebula® is launched, offering end-to-end eDiscovery management in a single tool. The company expands its legal technologies offering in Europe by opening an office and data centre in Dublin, Ireland. The combined organisation is rebranded as KLDisccovery. The launch of the KLDisccovery brand and new logos symbolises the company's dedication to bringing the absolute best eDiscovery and data recovery solutions to our clients. Ontrack, a KLDisccovery business, is the global market leader in data recovery, email extraction and restoration, data destruction and tape management. The company expands into the Netherlands. LDiscovery acquires Kroll Ontrack, creating one of the largest eDiscovery providers in the world. The company acquires Elite Document Solutions. The company acquires AlphaLit, RenewData, Turnstone Solutions, CopySecure, and Credence Corporation. Data centres are opened in Frankfurt/Main, Germany and Paris, France. The company expands to mainland China by opening an office in Shanghai. The company expands its offering in Japan and opens a data centre to facilitate processing and hosting of ESI in-country. The company opens an office in Hong Kong, offering eDiscovery, data recovery, and computer forensics. The company becomes the first Relativity hosting partner. The company expands its eDiscovery business line in Asia and opens its first office in Japan. The company acquires Ibas/Vogon, the leading Norway-based data recovery, data erasure and computer forensics organisation, and Engenium - a leading provider of advanced search technologies. As a result of the acquisition of Ibas, Kroll Ontrack also begins service to clients in Singapore. LDiscovery built its reputation as a leader in eDiscovery and customer satisfaction with a culture of client first and success through teamwork and humility. Under the leadership of Chris Weiler, founder and CEO, the company aggressively expanded its global footprint through organic growth and mergers and acquisitions. In 2017, the company rebranded as KLDisccovery. Cleanroom facility opens in Australia to serve clients with their data recovery needs. Kroll acquires Ontrack, resulting in the new Kroll Ontrack company name. The company acquires Oyez Legal Technologies, expanding the eDiscovery business line to the United Kingdom. eDiscovery business line begins. As electronic documents begin to outnumber paper documents, companies need an effective way to collect, analyse, filter, process and review both electronic and paper documents for litigation, investigations and regulatory requests. Cleanroom and data recovery lab opens in Böblingen, Germany. Data recovery business line begins in France. First European office opens in London, offering computer forensic services and expert testimony. Ontrack is founded as a software company, where success with the Disk Manager® product led to recovering data from damaged hard disk drives. As a result, Ontrack Data Recovery forms in 1987. Tuesday, June 28, 2022 by Tilly Holland The practice of preparing for downtime, and of taking steps to ensure a speedy return to normality, is called disaster recovery (DR) planning. Unfortunately, it's not always a walk in the park to create an effective DR plan, particularly when you're only a small business. Doing it well requires time, knowledge and expertise, and measuring ROI can be difficult. Luckily, help is available. A quick Google search should turn up a raft of free resources for organizations to use in the DR planning process, including disaster recovery plan templates that span a broad spectrum in terms of length and complexity. We've even created one of our own: the Ontrack disaster recovery plan template. Protecting your business with a disaster recovery plan No matter how big or small your business, it's probably fair to say that you rely on IT to function. And all IT, whether it comes in the form of a mobile device, an email server or a cloud-based application, is susceptible to failure. This is an increasingly big deal. According to research published by Statista, downtime costs companies worldwide, on average \$400,000 an hour. Moreover, a 2018 study by Ponemon Institute found that the global average cost of data loss was a staggering \$3.6 million, or approximately \$141 per data record. In today's data-dependent world, the failure to bounce back from an IT outage could be enough to kill your business. What is a disaster recovery plan, anyway? A disaster recovery plan consists of the policies and procedures that a given entity - in your case, your business - will follow when IT services are disrupted. This could happen because of a natural disaster, technological failure or human factors such as sabotage or terrorism. The basic idea is to restore the affected business processes as quickly as possible, whether by bringing disrupted services back online or by switching to a contingency system. Your disaster recovery plan should take into account the following: IT services: Which business processes are supported by which systems? What are the risks? People: Who are the stakeholders, on both the business and IT side, in a given DR process? Suppliers: Which external suppliers would you need to contact in the event of an IT outage? Your data recovery provider, for example. Locations: Where will you work if your standard premises are rendered inaccessible? Testing: How will you test the DR plan? Training: What training and documentation will you provide to end-users? At the centre of most DR plans are two all-important KPIs, which are typically applied individually to different IT services: recovery point objective (RPO) and recovery time objective (RTO). Don't be confused by the jargon, because they're very simple: RPO: The maximum age of a backup before it ceases to be useful. If you can afford to lose a day's worth of data in a given system, you set an RPO of 24 hours. RTO: The maximum amount of time that should be allowed to elapse before the backup is implemented and normal services are resumed. Structuring the perfect disaster recovery plan Even a small business DR plan can be a lengthy and complex document. However, most follow a similar structure, encompassing definitions, duties, step-by-step response procedures and maintenance activities. In our template, we've used the following outline: Introduction: A summary of the objectives and scope of the plan, including IT services and locations covered, RPOs and RTOs for different services, and testing and maintenance activities. Also includes a revision history to track changes. Roles and responsibilities: A list of the internal and external stakeholders involved in each DR process covered, complete with their contact details and a description of their duties. Incident response: When should the DR plan be triggered, and how and when should employees, management, partners and customers be notified? DR procedures: Once the DR plan is triggered, the stakeholders can start to act on a DR process for each affected IT service. In this section, those procedures are set out step-by-step. Appendices: A collection of any other lists, forms and documents relevant to the DR plan, such as details on alternate work locations, insurance policies, and the storage and distribution of DR resources. Keeping your disaster recovery plan alive Like any policy document, a DR plan is useless if it spends most of its life sitting in a drawer somewhere. There's no point in creating one if you're not going to allocate sufficient resources to training staff on the existence of the plan, as well as what their roles and responsibilities would be in the event of an IT outage. Keeping it up to date is essential, too. As time passes and your business grows, you'll need to accommodate new systems and IT services in your DR plan. Be sure to notify any affected stakeholders when you do this. Test, test, test! Finally, you must test your DR plan and know whether your RPO and RTO KPIs are viable, or even whether your procedures are fit for purpose at all. It can be tempting to test your DR plan in stages, but don't neglect to test it in its entirety from time to time, too - it'll show you if different processes cause friction when they run concurrently, as well as if there's anything you've failed to account for. Need some more help when it comes to disaster recovery planning? Check out our other disaster recovery blogs below. What is a disaster recovery plan, and why do you need one? A step-by-step guide to disaster recovery planning If you're interested in ensuring Ontrack is part of your disaster recovery plan, talk to one of our experts today. Download our disaster recovery template here. Evaluation of Current Conditions Our proposed scope of services will assess and address the following aspects of the current risk assessments and emergency preparedness plans and procedures for your organization addressing: composition of the response teams and procedures Existing risk assessments Existing documentation and designations of authority Communication and notification protocols Existing assembly mechanisms for the Emergency Response Team and decision flow for emergency response Interrelationships with other necessary elements such as security and business recovery Existing protocols for emergency contingency plans (i.e., bomb threat, hurricane, earthquake, biological attack and chemical incident, etc.) - assessment and preparedness We will review all documentation and related materials provide by your organization. We will also conduct interviews with Executive leadership, key staff, and any other representatives that have significant input related to the review. Our teams may tour all relevant facilities to better understand the nature of the facilities. Critical recommendations will be provided for enhancing current protocols and methods to ensure your organization can respond to an incident. These critical elements and our recommendations pertaining to our review will be leveraged to standardize your organizational resiliency. Crisis Management Planning The scope of this plan will provide your company with the organizational framework and processes to effectively plan for, mitigate, respond to and recover from any event that may threaten your organization's human capital, financial solvency, brand or reputation and facilities or operational capability. These events may include natural disasters, business interruptions, criminal activity, malfeasance perpetrated by individuals, or violent political activity. The crisis management plan should accurately reflect the crisis management policies of your organization and serve as the centerpiece of a complete crisis management program. In today's complex corporate environment, "ownership" of the crisis management program must be identified and defined. Our process considers an "all hazards" approach to ensure that your crisis management process and procedures are scalable, repeatable, and consistent to address your identified risks. Business Continuity Planning Kroll will develop comprehensive business continuity plans and disaster recovery plans for your organization. To accomplish these tasks, a business risk assessment, and business impact analysis of the business groups and properties will be accomplished. This will include all elements of business risk analysis identified by your organization such as financial, operational, customer, brand and reputation, legal and regulatory. This process includes the following phases: Phase 1 - Business risk analysis Phase 2 - Business impact analysis (BIA) Phase 3 - Response, recovery strategy development Phase 4 - Recovery plan development Phase 5 - Training, validation, and testing Disaster Recovery Planning Information Technology Disaster Recovery Planning describes the strategy and procedures for recovering technology infrastructure, data center processing of critical applications should a disaster substantially disrupt operations. The plan is organized into two parts: the main body provides a general description of the disaster recovery strategy and program; the second part provide detailed information for conducting the recovery based on the following factors: What systems and applications are critical to sustain the business? What hardware and software are required to sustain critical services? Are back-up strategies capable? What resources are needed to recover technology? Have our plans been trained and validated? Plans describe the preparation and actions required to effectively respond to a disaster, assign responsibilities, and describe the procedures for testing and maintaining the plan. Plans are updated to reflect current hardware, software, procedures, critical applications, and staffing. Emergency Preparedness Plans Emergency preparedness planning introduces methods for identifying and assessing hazards and vulnerabilities that require an emergency response plan. The process develops a standard methodology for organizing, drafting and implementing emergency plans and related procedures. Successful completion of this effort provides for the awareness and training of employees at each site to be prepared for the following tangible business benefits: This phase will address the in-depth development and documentation of both the emergency preparedness plan and the related emergency action plans. The emergency action plans outline how site or facility response teams will respond and document actions related to specific incidents. These comprehensive plans will address decision-making authorities, identify incident managers and designated backup, provide protocols for dealing with incidents, and provide guidance on notification/communication mechanisms and coordination with security and business recovery elements. We will produce these documents in close coordination with organizational representatives and vendors.

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