

# Resiliency Vocabulary

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## Alternate Site

A location, other than the usual facility, that can house critical business functions in the event of a disruption at the usual facility.

## Block Level Storage

A storage device using block level storage is comprised of raw storage volumes. Applications running on server-based operating systems connect to these volumes and uses them individual hard drives. Block level storage is accessed by servers or applications via a Fibre Channel or iSCSI as the storage device is usually setup within a remote chassis.

## Business Continuity (BC)

Making provisions the continuation of key business functions by enabling the supporting processes and underlying staff required.

## Business Impact Analysis (BIA)

A process used to determine the effect of an interruption of business services provided by these key functions. This analysis provides information required to determine objectives and strategies and define recovery and continuity requirements.

## Change control

Change control manages any changes made to your network, application, or system. Change control management ensures that no unnecessary changes are made, changes are documented, and that resources are used efficiently to avoid disruptions in operations.

## Cold Site

Cold sites are empty buildings owned by businesses awaiting entry of staff and equipment post-disaster. Cold sites have access to power and sometimes have furniture in offices or conference rooms.

## Colocation

The process of locating servers and IT equipment to a secure, offsite data center that enhances connectivity and server capabilities.

## Crisis Management (CM)

The process of managing an institution's operations in response to an emergency or event which threatens business continuity. An institution's ability to communicate with employees, customers, and the media, using various communication devices and methods, is a key component of crisis management.

## Data Mirroring

Data is mirrored and synchronized to a duplicate environment, typically using a vendor software tool

## Disaster Recovery (DR)

Disaster Recovery is the process of re-establishing critical IT systems and technology and repairing the damages that result from a business disruption, whether caused by a major disaster or another crisis event. This may include recovering lost data, relocating IT capabilities and restoring IT frameworks communications and physical infrastructure.

## Disaster Recovery as a Service (DRaaS)

Disaster Recovery as a Service is the replication and hosting of physical or virtual servers by a third-party to provide failover to a cloud computing environment in the event of a man-made or natural catastrophe.

## Disaster Recovery Planning

Disaster recovery planning is a key element of enterprise resiliency planning that involves creating strategies to get business systems enabled; such as IT, network and other technology systems and infrastructures; back up and running in predictable, test-proven manner and timeframes, in accordance with business expectations.

## Enterprise Resiliency

Enterprise Resiliency is the ability of an organization to be flexible, adaptive and responsive to impacts of significant events, predicted or unforeseen, and at the same time be fortified against those same risks. Enterprise Resiliency is composed of three sections: Business Continuity, Disaster Recovery, and Crisis Management.

## External Risk Assessment

Analysis of the external risks a business may face. External risks include: the economy, natural disasters, public utility outages, changes in legal policies, social factors, technological developments, etc.

## File Level Storage

A centralized, highly available, and accessible place to store files and folders.

## High Availability

System availability approaching 5-9s (99.999%).

## Hot Site

Hot sites are secured buildings equipped to support an entire operation in the case of disaster. Hot sites have all necessary equipment, mission-critical applications, and an up-to-date data backup. More advanced hot sites are big enough to host all staff (i.e. office space, conference rooms, kitchen, etc).

## Infrastructure as a Service (IaaS)

Where the vendor provides virtualization and manages all of the server hardware, storage and network and the client deals with the OS, server software and application layers.

## Internal Risk Assessment

Analysis of the internal risks a business may face. Internal risks include: brand reputation, business stability, organizational structure, quantity and quality of resources, incentive misalignment, etc.

## Latency

Latency describes how long it takes for a packet of data to get from point A to point B. Latency can also describe the amount of time it will take to get systems up and running and back to normal function.

## Local Access Network (LAN)

A network that is restricted to a specific area. Computers located in this area can share resources such as files and printer access.

## Logical Unit Number (LUN)

Logical unit number (LUN) storage is a logical addressing of disk drives. The LUN translates the physical characteristics of a disk drive so that an operating system can "speak" to it. LUNs are common for Storage Area Network (SAN) storage management.

## Maximum Allowed Downtime MAD/MTOD

The length of time a business can tolerate system failure until it begins to experience seriously catastrophic losses.

## Network Attached Storage (NAS)

NAS systems usually contain one or more hard disks that are arranged into logical, redundant storage containers much like traditional file servers. NAS provides readily available storage resources and helps alleviate the bottlenecks associated with access to storage devices.

## Platform as a Service (PaaS)

For developing applications in the cloud where you buy (rent) computer, storage and network services. Compared to SaaS where the vendor does it all, here the client manages/controls the application layer.

## Recovery Point Objective (RPO)

The point in time prior to a disruption (seconds, minutes, hours, days) to which data must be recovered, synchronized and validated before users can resume business operations in an application or business process.

## Recovery Time Objective (RTO)

The amount of time that a business function can be inactive before serious and unacceptable impacts would be realized. If manual workarounds are possible, the need for technology support to enable processes could be delayed.

## Replication

The process of automatically duplicating information from the production environment to a secondary system.

## Server Cluster

A server cluster is a group of independent servers running the same operating system that work together to provide high availability of services. The cluster can be viewed as a single system that can redirect resources and reposition workloads from one server to another should any server within the cluster experience a failure.

## Software as a Service (SaaS)

A way to get vendor hosted applications. SaaS vendors take care of it all from application layer thru to the network layer and provide a service very similar to traditional ASP vendors.

## Storage Area Network (SAN)

A Storage Area Network (SAN) is a high-speed network of storage devices that connects storage devices with servers. Any application running on a networked server can access the SAN. SAN can provide block level storage for any application looking to access it.

## Table Top Exercise

A facilitated drill incorporating live play and realistic situations with tools for capturing and tracking issues and resolutions for improving the Business Continuity plan.

## Virtual Private Network (VPN)

A network where data is transferred over the Internet using security features preventing unauthorized access.

## Wide Access Network (WAN)

A network—such as the Internet—that is not restricted to any specific location, although it may be confined within a geographic zone.

## Work Area Recovery

Work Area Recovery is the discipline focused on the resiliency of the people and business processes that are the core of any successful business. The focus during a business disruption is on how an enterprise moves the people, the process and the phones so that services can continue.