



**Business Continuity  
& Resiliency  
Consulting Practice**

**Catalog of Services**

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## Overview

The ReluTech Consulting Practice was developed to assist customer in all aspects of their Business Continuity and Disaster Recovery Programs. Our consulting staff members each have over 25 years' experience in providing these services for clients in all business sectors across the United States and in many foreign countries.

Our experiences with these clients have driven us to compile this Services Catalog that states all the services we have delivered to date and offers a short description of each.

The Services Catalog is divided into six (6) Pillars or service categories, with individual services comprising each Pillar described in the following pages. Collectively, these services can meet any client's needs to either develop or enhance their resiliency capability.

The Pillars embrace assisting clients to define their recovery requirements, evaluate and select a suitable recovery strategy, preparing the necessary recovery plans, training their staff members, and testing and enhancing their plans and program.

The Pillars are described as follows:



The following pages of this catalog will provide a detailed explanation for all the catalog elements and their associated services. Clients have the flexibility to choose an entire program, particular service/s within program, or multi programs and services. Customize your as you require. Or have our ReluTech Consultants recommend the services required to address your needs.

## Requirements Analysis Services

### BIA Requirements & Consensus Analysis (BIA)

*(Processes Staff, Equipment, Apps. Etc.)*

The purpose of a Business Impact Analysis (BIA) is to investigate and understand the potential impact a disaster would cause if it directly affected a business facility. It typically involves engaging business unit representatives occupying a facility or utilizing a resource, such as a data center, to identify their functions that rely upon those resources. Each business function must be evaluated to determine the effects of the disaster may have on their operation, and in turn the total effect on the business. The output of that assessment is a determination of recovery priorities for each function and associated resources required for recovery.

### IT Applications Impact Analysis (AIA)

While like BIA, an IT AIA has a narrower focus to only determine the recovery requirements for IT applications. Accordingly, business units are engaged to determine their needs for recovery of applications supporting their business functions. These requirements are instrumental in designing strategies for recovering the IT environment.

### Recovery & Applications Recovery Profile Study

Some smaller companies may not need the details typically produced by a BIA but still need to understand the recovery requirements of their business units before proceeding with a BC solution decision and supporting BC Plans. This service addresses that need, by gathering the essential information at a lesser cost and impact, on company operations. Data presented by this service is only a portion of that resulting from a BIA but still meets this specific business need.

### Comprehensive Risk Assessment (Business & Technology)

In performing Disaster Recovery projects many instances have been noted where clients do not have suitable tools and techniques to capture risk issues and then manage them through a formal mediation process. This service addresses that issue using proven materials, techniques, and on-site working sessions to introduce and implement the needed methodology for identifying, prioritizing, recording, and managing IT risks. An output of this training is the production of a Risk Register (a living document) for managing risk going forward.

## Strategy Analysis Services

### Recovery Options Study (ROS)

Having immediate access to customized recovery strategies that are designed to meet business needs, no matter what type of disaster strikes, is critical to an overall recovery process. ReluTech provides its high-level Recovery Options Study to assess potential strategies to meet identified business needs. Balance is achieved between business and technical requirements, while meeting defined Recovery Time Objectives (RTO).

### IT Data Backup & Restore Roadmap

Technology continues to move forward at a rapid pace, which is especially true of data backup and management. What was best practice last month is already becoming obsolete today. So, how does an IT organization keep up so they are selecting the transformative solutions today that will serve them well into the future? This service addresses that issue by determining current state practices and information (it may be different than you thought), embracing corporate culture issues and concerns, and then performing an unbiased assessment of options for moving forward with the decision-making process.

### DR Situational Response Preparation

ReluTech's Situational Response service fine tunes a client's DR Team preparation by selecting specific situational events to explore in depth the understanding of the event, how it will be addressed, who must be engaged, and any special procedures that must be available. Such events to be explored might include a generator failure, a loss of primary power, a system hard crash, an internet failure, a Malware intrusion, etc. By bringing the DR Team together to focus on these events they are better prepared to address immediate crisis events. This also provides opportunity to enhance the DR Plan as well.

## BCDR Plan Development Services

### Incident Management Plan Development

An effective Incident Management Plan (IMP) provides overall coordination and control that is essential to managing recovery from a disastrous event. Since individual Business Continuity and Disaster Recovery plans have been prepared for all business and technology units, there is a definite need to ensure that they are

carried out in concert with one another and within the same schedule. That is the function of the IMP.

### BC Plan Development

Acquiring confidence in the ability to recover is best achieved through ready access to a detailed set of continuity procedures and other critical information. This is assembled and documented in an easy-to-use fashion to serve as an effective Plan. ReluTech Consultants document recovery requirements, associated information, and procedures needed to produce the BC Plan documentation used by recovery personnel to conduct tests and recover at time of disaster.

### IT DR Plan Development

ReluTech Consultants document the technical and logistical information required for an executable IT DR Plan. The DRP includes the recovery strategy description, recovery timeline to execute that unique strategy, and other technical requirements to support the recovery effort. Service delivery concludes with training of the IT staff regarding usage of the plan.

### Crisis Management Plan

Crisis Management focusses on near-term events that require immediate resolution. These events are typically much smaller in nature and affect specific business units or physical areas of a business than what is addressed by BC or DR Plans. Crisis areas might include “shooter in the lobby”, “fire evacuation of the facility”, or “securing the property due to a pending tornado”, to name a few. Response to these events requires trained personnel and precise directions. ReluTech consultants organize, select and train client staff with these procedures.

## BCDR Program Management Services

### Governance Program

A thriving, strong, and evolving Business Continuity Program must be built upon a solid foundation. That foundation is an effective Governance Program, which brings together a good mix of stakeholders and then equips them with required governance processes (policies, standards, and procedures) to effectively guide the program to a level appropriate for the business needs and vision. These Governance components provide the organization, structure, and processes required to manage an enterprise-wide continuity program. Further, they assure that the Continuity Program Office (CPO) is an integral part of other initiatives (e.g. ISO 22301) that the client may elect to employ. To ensure compliance with the other initiatives, the BC

Program Governance has oversight responsibility for the policies, standards, and procedures, along with other guidelines and project control measures.

### BC Plan Enhancements

ReluTech recognizes that “Business Continuity is a journey, not a destination”. That means development of a plan is a starting point, and ongoing commitment is required to ensure the plan remains up to date and accurate. ReluTech’s Enhancement Service assures BC and DR Plans remain complete, accurate, and ready when needed most by providing continuing professional services support over a contracted period.

### DR Plan Enhancements

As organizations place more emphasis on the criticality of Information Technology in support of business operations, more importance should be placed on maintaining the Disaster Recovery Program. Typically, Information Technology environments change throughout the course of a year, resulting in gaps within the current disaster recovery plan. This maintenance process considers all elements of a disaster recovery plan to ensure that the disaster recovery program is still in synch with required capabilities. The ReluTech Consultant will either update the disaster recovery plan, and/or make recommendations to the client so that gaps/risks can be evaluated and resolved as required.

### IT Management Disciplines Assessment

As Information Technology utilization (and criticality) increases within an organization, it is paramount to define where the organization stands in relationship to current practices of Change, Problem, Asset, and Records Management along with an organization’s ability to link these processes to the maintainability (and viability) of the Disaster Recovery Program. This assessment looks at each element to define where gaps exist and then documents those gaps so that management can have a clear understanding of what should be addressed to ensure the viability of the Disaster Recovery Program/Environment (at the time of a disaster).

### IT Risk Assessment Methodology

In performing Disaster Recovery projects many instances have been noted where clients do not have suitable tools and techniques to capture risk issues and then manage them through a formal mediation process. This service addresses that issue using proven materials, techniques, and on-site working sessions to introduce and implement the needed methodology for identifying, prioritizing, recording, and managing IT risks. An output of this “training” is the production of a Risk Register (a living document) for managing risk going forward.

## BC and IT Integration

ReluTech consultants often find that a client may have prepared BC and DR Plans but have not integrated all of these to effectively work together to address recovery of the business. In fact, the different plans may even oppose one another regarding their baseline assumptions. ReluTech consultants are experienced at bringing together both sets of plans so that they can function in an integrated fashion, thus producing a comprehensive set of plans that work together to accomplish the mission of recovering the business.

## ISO 22301 Assessment

ISO 22301 sets the standard for how a Business Continuity and Disaster Recovery Program should be structured and a proven guideline by which it should be developed. This service uses the ISO requirements as a model and then examines a client's BC/DR program for compliance, along with recommendations for improvement. The resulting report provides the client's leadership team with an accurate, thorough, and fact-based assessment of exactly where their program stands when compared against accepted industry best practices.

## BCDR Testing Services

### Testing Preparedness Program (TPP)

TPP is a well-defined program consisting of Procedures, Processes, and Documents. The program addresses Technology, Networks, Applications, Data Backup/Recovery Tools, and Processes.

ReluTech consultants will follow the TPP Methodology incorporating the 6 critical pillars in a Recovery Program, (Validation Process, Preparedness Planning, Testing, Training, Program Enhancement, and Recovery Life Cycle Management (RLCM) process). The ReluTech Consulting Team will evaluate each pillar and provide recommendations, and assist in plan development, implementation, and enhancements to the Customers' recovery program.

TPP's goal is to guide our customers towards a recovery program that drives Resiliency, by providing customers with quicker response time, smoother execution, and Recovery Time Achievable (RTA) that meet or exceed the defined RTOs and RPOs.

## IT and BC Tabletop Exercise

Tabletop Exercises are an excellent means to train and increase awareness for Recovery teams as they respond to different event scenarios. Recovery teams are prepared to respond quickly and effectively to a disaster situation. ReluTech Consultants are experienced in planning and leading these exercises.

## IT Testing Program

The ReluTech Testing Program is consistent with:

- Policies and Standards
- Business Requirements

ReluTech Consultants will assist customers in developing a Testing Program that addresses the following:

- Testing Objectives
- Test Planning Procedures
- Test Task Calendar
- Test Results and Artifacts
- IT Test Criteria and approval process
- Post-test reviews process

## IT Test Monitoring and Assessment

This assessment requires “live” Test participation by ReluTech consultants, to review :

- Test criteria,
- Expected test results,
- Test tasks timeframes,
- Viability and completeness of test documents, procedures, etc.

The service provides a summarization of the test performance and identifies any gaps identified during the actual test. Recommendations will be included.

# Validation and Modernization Services

## Data Center Review

Lack of a data center environment that is secure, environmentally sound, functionally correct, and above all, resilient can lead to failure of the equipment and of the applications and systems that support the operations of the organization. This review performs an in-depth look at all components of a data center; fire suppression, physical security, safety, cleanliness, power systems, HVAC, etc., to ensure that no gaps exist within a data center. The review report presents the areas

within a data center (or resource room environment) where gaps exist and presents recommendations for closure.

### BC Readiness Assessment

Business Continuity Readiness Assessment provides a high level, low-cost assessment of a company's Business Continuity program and what steps should be taken for improvement. It focuses on all planning elements related to Business Continuity, including Business Continuity Program Management, Business Continuity Plans, Crisis Management Preparation, Mass Communications capability, and Pandemic Response Preparation.

### IT Recovery Readiness Assessment

Similar to the BC Readiness Review, this service provides a high level, low-cost assessment of a client's IT Disaster Recovery Program. It focuses on the following planning elements: Program Management and Governance; Recovery Objectives; Recovery Strategy; Recovery Plans; and Recovery Testing. Results are provided in scorecard format, and specific recommendations are included to address any weaknesses or gaps identified.

### Asset Management and Security Vulnerability

ReluTech's expert consultants utilizes the Block 64 platform to perform total discovery & analytics for clients' IT infrastructure. Our consultants capture, analysis, and produce custom reports of the client's infrastructure, focusing on installed hardware and software, maintenance contracts, cybersecurity, M365, identifying vulnerabilities, resource consumption.

ReluTech provides the expertise to manage and produce all necessary documentation that supports our Assets and Security Vulnerability Services.

## Hardware

### Maintenance Contract Management

There is more to the cost of a client's infrastructure than the equipment itself. If you are not comparing your maintenance to actual production inventory, ex: you can be overpaying as much as 12% for Cisco SmartNet. Our Maintenance Contract Management services will help you answer these questions:

- Is all equipment covered?
- Paying for coverage on equipment you don't actually have?
- Currently using unsupportable or end-of-life equipment?

- Risk for downtime due to improper or invalid coverage?

## Cross-Platform Inventory

Block 64 is a unified platform that provides consolidated asset inventory, including all hardware and software installed from data center to desktop, on premise and in the cloud. Block 64 can inventory just about anything - Windows, OSX, Linux, Unix, Solaris, ESX, any SNMP-compliant (v1, v2c, v3) devices - and can even detect embedded and nonstandard OS devices without having to so much as log into them. If online, Block 64 will capture it

## Active Directory Integration

Block 64 can pull in all registered Active Directory devices and users, including their degree of activity, most recent logon, even the areas of the network they were last seen. Not only is this a great way to gauge inventory completion, but it is key data for software audit defenses and compliance

## Virtualization Mapping & Licensing

The relationship between hosts and their guest VMs, as well as the architecture of the hosts themselves, is a key piece of information in the determining of software costs. ReluTech can address the bare metal to get host hardware specifications such as processor count and architecture, as well as the guests running on the hosts for optimal license distribution. Capture the licenses the bare metal itself is consuming!

## Automated Hardware Warranty Tracking

For most of the major manufacturers, Block 64 can automatically pull in any maintenance, care packs or warranty associated with defined devices. IT can see the support status of the entire fleet, all in one handy interactive report - no manual work or input required.

## CISCO EOX

(End-of-Sale, End-of-Support) Block 64 is integrated directly into Cisco's EOX system and can identify which equipment on the network is no longer available - or more importantly - no longer supportable. Know ahead of time what is needed to replace key infrastructure items - before they fail and can't be serviced.

## Contract Management

Block 64 Contract Management system makes it easy to track the start date, end date, value, and associated items for all your maintenance, software, hardware, and lease contracts. This system will automatically point out any gaps in coverage or instances in which the covered hardware is no longer present.

## Software

### Security Vulnerability & Tracking

Block 64 integration with the Department of Homeland Security's "National Vulnerability Database" allows us to keep track of every known software vulnerability in the wild - but more importantly, generates vulnerability reports identifying which of them are currently unpatched against.

### Software Asset Management Services

Get a head start on products that are common audit targets, maintain license compliance and keep an eye on any gaps that emerge in software entitlements - in real time. With Block 64 Software Licensing Kickstart Services, these questions will be answered:

- Have clients deployed more software than required?
- Is inventoried software being used?
- Are clients overbuying software licenses?

### Software Rationalization & Categorization

Block 64 adaptive software library learns as it goes, and rationalization and categorization services will help clients separate the signal from the noise, so clients can easily determine the vendors that make up their commercial software portfolio. Block 64 Software Rationalization and Categorization Services will answer these questions:

- Which titles are installed in the environment are commercial software?
- Which titles installed are 'noise', such as drivers, hotfixes, freeware, etc.?
- Who are the commercial vendors clients who should be most concerned about managing their licensing for?

### Office 365 Inventory

Block 64 provides both local, on-prem inventory alongside usage, entitlement, and activation of cloud-based products within the Office 365 family. Track every activation, usage, entitlement and activation of cloud services.

### Oracle Inventory & Analysis

Oracle Databases can easily discover their enabled options, and other Oracle Products installed throughout the environment. Generate easily digestible summaries from the outputs generated by Oracle's own audit scripts, if that is how clients rather inventory their Oracle environment.



## SAM Dashboard & Software Taxonomy Engine

Clients want to know more than just what titles they have installed - they want to know if they're compliant. Simply key ownership info into the software product tracker and let the system do the rest. Block 64 ships with a set of popular preconfigured recognition patterns - but clients can edit and add their own as needed.

## SSL Certificate Inventory & Tracking

With a simple scan, Block 64 can retrieve key details about any SSL certificates installed in client's environment - including their issuance and expiration dates, the key length, cipher and protocol, as well as the issue authority. Never suffer from an accidentally expired cert again!