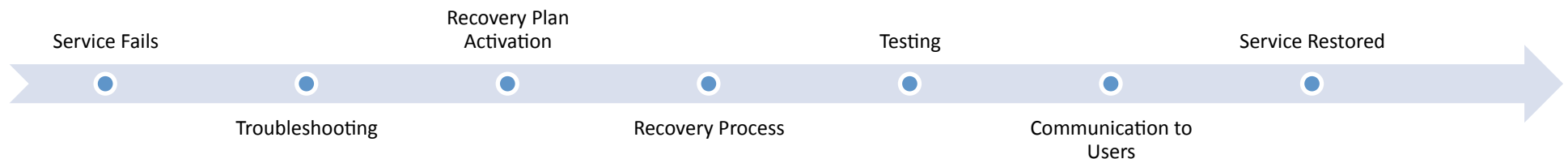# Kraft Kennedy

Strategy Development Matrix

INTRODUCTION

The purpose of this document is to gather background information to guide the development of an appropriate Business Continuity Strategy. Identifying RTO and RPOs is a great first step to help you develop awareness and guide initiatives.

RECOVERY TIME OBJECTIVE (RTO)

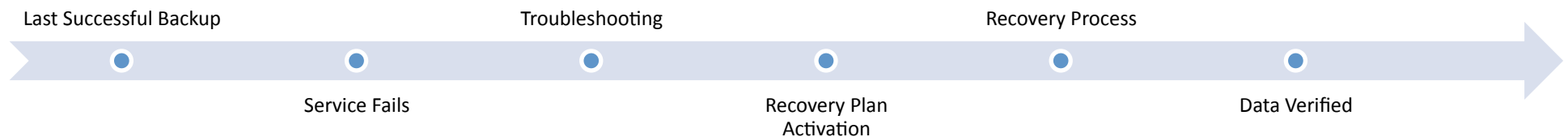*The amount of downtime associated with a service failure.*

This is meant to describe the amount of time between when a service becomes unavailable to users and when service is restored. This includes time to try to fix the problem without resorting to the recovery procedures, the time to enact the recovery process, testing of the recovered system and communication to the users.

Service Fails		Recovery Plan Activation		Testing		Service Restored
	Troubleshooting		Recovery Process		Communication to Users	

RECOVERY POINT OBJECTIVE (RPO)

The amount of data loss associated with a service failure.

The Recovery Point Objective (RPO) is the point in time to which you must recover data as defined by your organization. This is generally a definition of what an organization determines is an "acceptable loss" in a disaster situation. If the RPO of a company is 2 hours and the time it takes to get the data back into production is 5 hours, the RPO is still 2 hours. Based on this RPO the data must be restored to within 2 hours of the disaster.

Last Successful Backup		Troubleshooting		Recovery Process	
	Service Fails		Recovery Plan Activation		Data Verified

Strategy Development Matrix

APPLICATIONS

Application	Perceived RTO	Perceived RPO	Achievable RTO	Achievable RPO	Desired RTO	Desired RPO
Messaging						
DMS						
Accounting						
Lit Support						
Remote Access						
CRM						
Docketing						
HR						
Records Management						
Knowledge Management						
Other practice area specific systems						

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Strategy Development Matrix

SYSTEMS

System	Perceived RTO	Perceived RPO	Achievable RTO	Achievable RPO	Desired RTO	Desired RPO
Electric						
Cooling						
Plumbing						
Security						
Webpage						
Intranet						
Internet						

Strategy Development Matrix

FUNCTIONS

System	Perceived RTO	Perceived RPO	Achievable RTO	Achievable RPO	Desired RTO	Desired RPO
Mailroom						
Timekeepers						
Secretaries						
Paralegals						
Docketing						
Accounting						
HR						
IT						
Lit Support						
Management						
Library						
Records						