

Simplify and Be Disaster Ready Battle Card

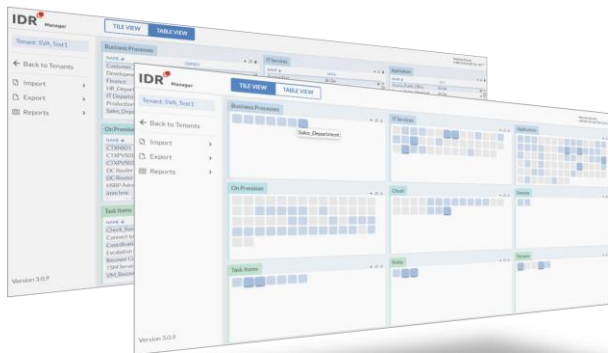


Why IDR?

IT teams turn to the Integrative Disaster Recover solution IDR when they are struggling to meet their disaster recovery SLAs. They are typically working in silos with disorganized, static and ineffective DR methods. This creates a challenge for teams be on the same page when executing a DR process, and difficult to access the most up-to-date recovery procedures.

How IDR helps customers be disaster-ready?

With only a few clicks, the entire team has access to the recovery plan and task items needed to go through the recovery process, making it easier to get critical IT services up and running.



Why is IDR different?

IDR has a very short learning curve due to the interactive visualization and intuitive interface. There is no need for a whole team to support it.

IDR streamlines the organization of the DR technical practices and the setup of the dependencies between IT services, applications, infrastructure, recovery tasks and roles.

With IDR, a DR runbook can **be implemented within days** versus weeks or months.

Benefits

- ✓ Recover and meet SLAs
- ✓ IT teams are on the same page when it's time to recover
- ✓ Meet DR planning compliance
- ✓ Streamlines DR exercises and updates

Features

- ✓ Interactive DR planning and reports with course of action, task, teams and task lists
- ✓ Seamless design to organize and centralize DR plans
- ✓ Detailed reporting to meet Disaster Recovery auditing compliance
- ✓ Deployment flexibility as it can run on-premises or in the cloud
- ✓ Multi-tenancy support
- ✓ Dashboard to keep track of DR exercises
- ✓ Import data using XML or CSV formats

Services to support your DR planning implementation

We provide consulting services to help you create a BC/DR plan and Business Impact Analysis.

Contact us to get started with IDR Manager!

Qualification Questions



- ✓ How are you currently managing the **DR technical recovery steps**?
- ✓ Your organization has a DR process in place, but has your team **documented the technical practices** that include the recovery steps to bring up a critical service and its dependencies?
- ✓ Are the current DR technical practices **easy to share with teams**?
- ✓ Do you have a **DR runbook**? How easy is it to access?
- ✓ Does your IT team have **a single repository** for the DR recovery steps, DR layers and dependencies among them that is accessible to all?
- ✓ Can you **easily access and isolate** the recovery steps?
- ✓ Is your IT team struggling with **lack of communication** at time of recovery?
- ✓ When was the last time your IT team **updated** the recovery tasks?
- ✓ After executing a DR exercise or real recovery, can the team **efficiently perform updates of the IT recovery steps** (testing, update changes, outcomes, tasks and roles)?

FAQ



What does the "IDR Manager" software do?



"IDR Manager" software helps IT teams recover critical IT services within service level agreements in the event of a disaster. Using IDR, complex disaster recovery processes and steps in the company are organized, documented and maintained into an interactive single data source.

You can seamlessly identify and access the key elements needed to restore critical systems with a precise overview of the entire DR components, layers and dependencies among them. These include IT services, applications, infrastructure, personnel and recovery steps.

How does IDR Manager help with organizing the DR technical procedures?



The software allows for a structured creation and updates of the recovery steps. The visualization allows for an interactive way to organize the IT assets, the dependencies between all the technical areas and the order of recovery steps.

Does it include a security feature for unauthorized access prevention?



There is security built in to ensure that only authorized users can make modifications. These permissions are assigned by the responsible DR Manager who is also the only one allowed to change and delete the user accessibility. This ensures that all the people involved in the disaster recovery process have access to the relevant information, according to their tasks and roles.

Requirements

Where does IDR run?

On-premise or in the cloud.

When installed on-premise, what are the HW and SW requirements?

Current Windows OS (Win 2016, 2019 or Windows 10) running on any supported Intel platform.

Does it have a backend database?

IDR consists of a database. It uses a MS SQL Express database.

Data sources



What type of data sources are supported by IDR?

The input of DR information is supported via CSV, XML or PDF.

Can IDR receive input from a CMDB?

Yes, asset information can be exported from a CMDB and input into IDR by using specific a CSV structure and header format.

Features



Is IDR Manager an interactive software?

Yes, with only a few clicks, the recovery tasks for a specific IT service can be isolated and accessed.

Can more than one user access/use the SW at the same time?

It's multiuser capable; therefore, users/groups can work simultaneously.

Does it support Multi-tenancy?

Yes, it can be used for implementing DR testing or sandbox.

Does it detect duplicate of assets that would affect recovery steps?

When adding or updating data, IDR will check for duplicates based on component names. When a new import is made into the same field, the following criteria is taken into account:

- If an item already exists in the IDR Manager, the corresponding details are updated.
- If an item does not yet exist, it is added.
- Also tracks that **DR components are linked** so that the DR process is not broken. For example, if a HW asset is in the IDR database, but not linked to an IT Service, then this can be seen in the dashboard. There is also a report available showing isolated components.

Does it do its own dependency mapping? Or, does it rely on users providing dependency information?

Once the components are input, then IDR does its own dependency mapping. It **performs** a consistency check where the components that do not have complete dependent relationships are displayed in gray and are included (flagged) in a report.

Reports

Does IDR provide any type of reporting?

Yes, customized reports are available to help meet disaster recovery auditing compliance.

- **Audit reports are available** to track the last change history of all documents in the recovery steps.
- This includes the ability to pull the recovery steps per business process or IT Service. The report covers all components such as applications, their HW, SW asset-location, owners, roles, and recovery steps with order of recovery.

Track disaster recovery process – Step by step checklist

Does it help with executing and keeping track of recovery process?

It does not execute the recovery process; however, it includes a DR Exercise dashboard to help keep track of the recovery process during a DR exercise or an actual event. A DR manager can get a clear idea of how far along in the recovery process the team is, can check off tasks, and the IT team can stay on the same page.