



I Love a Disaster!



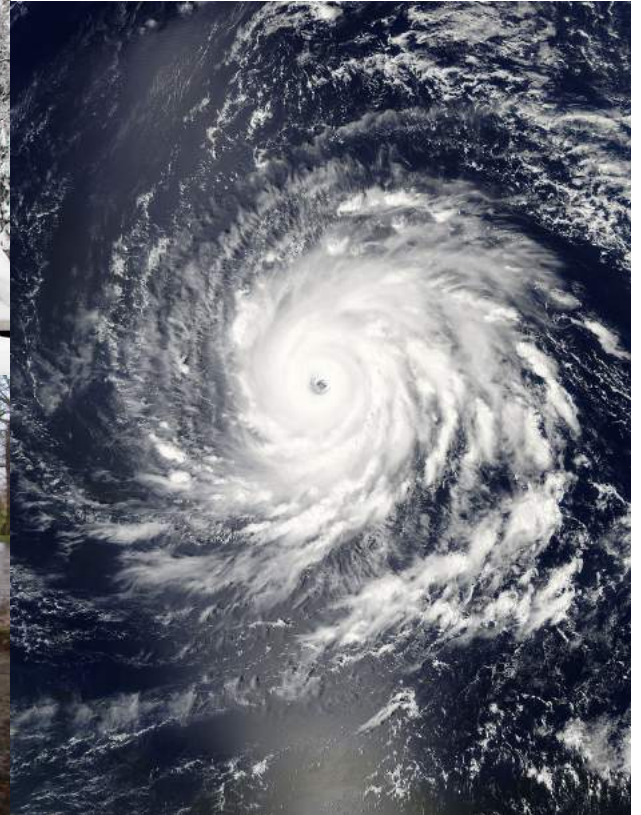
Daniel Breston



Disruptive events in my career

11 data centres servicing thousands of clients across the globe

- 5 major snowstorms
- 3 floods
- 4 hurricanes
- 2 major telecommunication outages
- 3 major cloud related outages
- 2 bombings (London)
- A CIO that accidentally powered off a site during a board tour
- That day and 2 planes
- Financial crisis 2008
- Changes that went wrong & IT incidents



So what's next?



BREXIT

*ECONOMIC
RECESSION 2020?*

**WORK
FROM
HOME**

**GOING
OUT
OF
BUSINESS**

COVID-19
CORONAVIRUS PANDEMIC

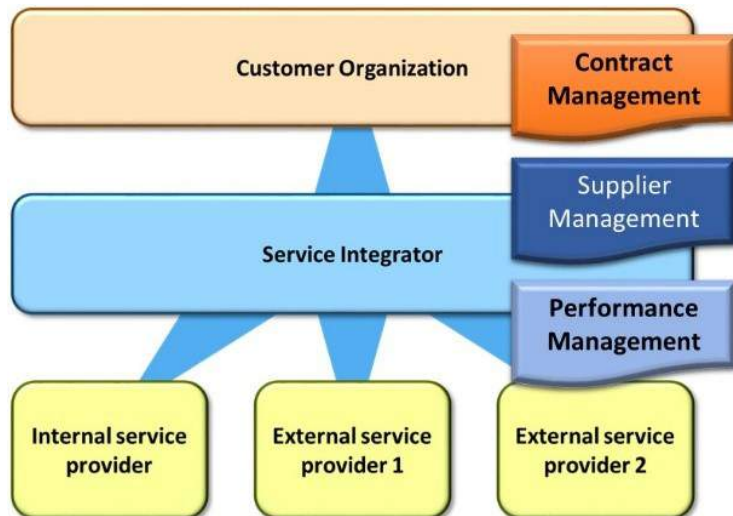
Definitions – what's yours?

Business Continuity: Business continuity is about having a plan to deal with difficult situations, so your organization can continue to function with as little disruption as possible. (Business Continuity Institute)

IT Disaster Recovery: Disaster Recovery involves a set of policies, tools and procedures to enable the **recovery** or continuation of vital technology infrastructure and systems following a natural or human-induced **disaster**. (Wikipedia)

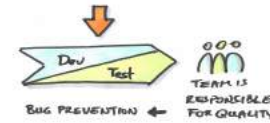
Designed & tested Resiliency, adaptability & sustainability to allow staff & vendor-partners to keep us in business servicing customers all underpinned by technology

Where to start? Service Desk of course!

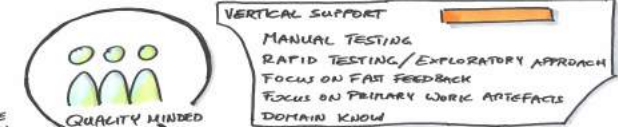
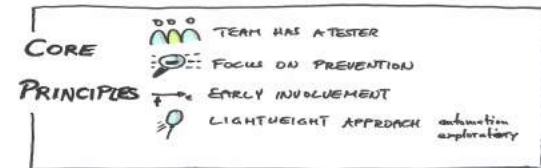


AGILE TESTING

CELEBRATE BUG PREVENTION INSTEAD OF BUG DETECTION



NON-STOP TESTING PARALLEL TO DEVELOPMENT
 ALL TEST LEVELS DONE WITHIN SPRINT
 TESTING IS THE JOB OF THE ENTIRE TEAM
 TESTERS ARE ENGINEERS WITH SPECIFIC "SUPERPOWERS"



AGILE BADENSEE 2014 LIE @useraler

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KPIs: Those of your Customer

Metrics that Matter to your Customer

Maximum acceptable outage (MAO)	Time it would take for adverse impacts, which might arise as a result of not providing a product/service or performing an activity, to become unacceptable
Minimum business continuity objective (MBCO)	Minimum level of services and/or products that is acceptable to the organization to achieve its business objectives during a disruption
Recovery Time Objective (RTO)	Target time set for resumption of product, service or activity delivery after an incident”.
Recovery Point Objective (RPO)	The maximum tolerable period in which data might be lost

Find a news story and think of what they did not do to meet the above. Now apply the same thinking to your organization!

Tips

- Test, test, test (& vendors)
- Automation & AI: Stop the BIA!
- Data & Data Security
- Communicate to everybody
- Interrogate your Service Desk
- Ask this question often: if we had an issue, are we in business tomorrow? Customer viewpoint only please!



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About Me: Daniel Breston

- 40 years of global IT Leadership & consulting experience
- Advisor, coach, storyteller
- Speaker: conferences, internal events
- Co-Author: SIAM® & VeriSM®
- Ghostwriter
- Facilitator of workshops or events
- Business simulation trainer

Follow me on LinkedIn or send me an email and tell me you listened and how I can help!

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