

Business Continuity Program Overview

January 23, 2006

**Presented to the Orange County Chapter of the
Association of Contingency Planners**

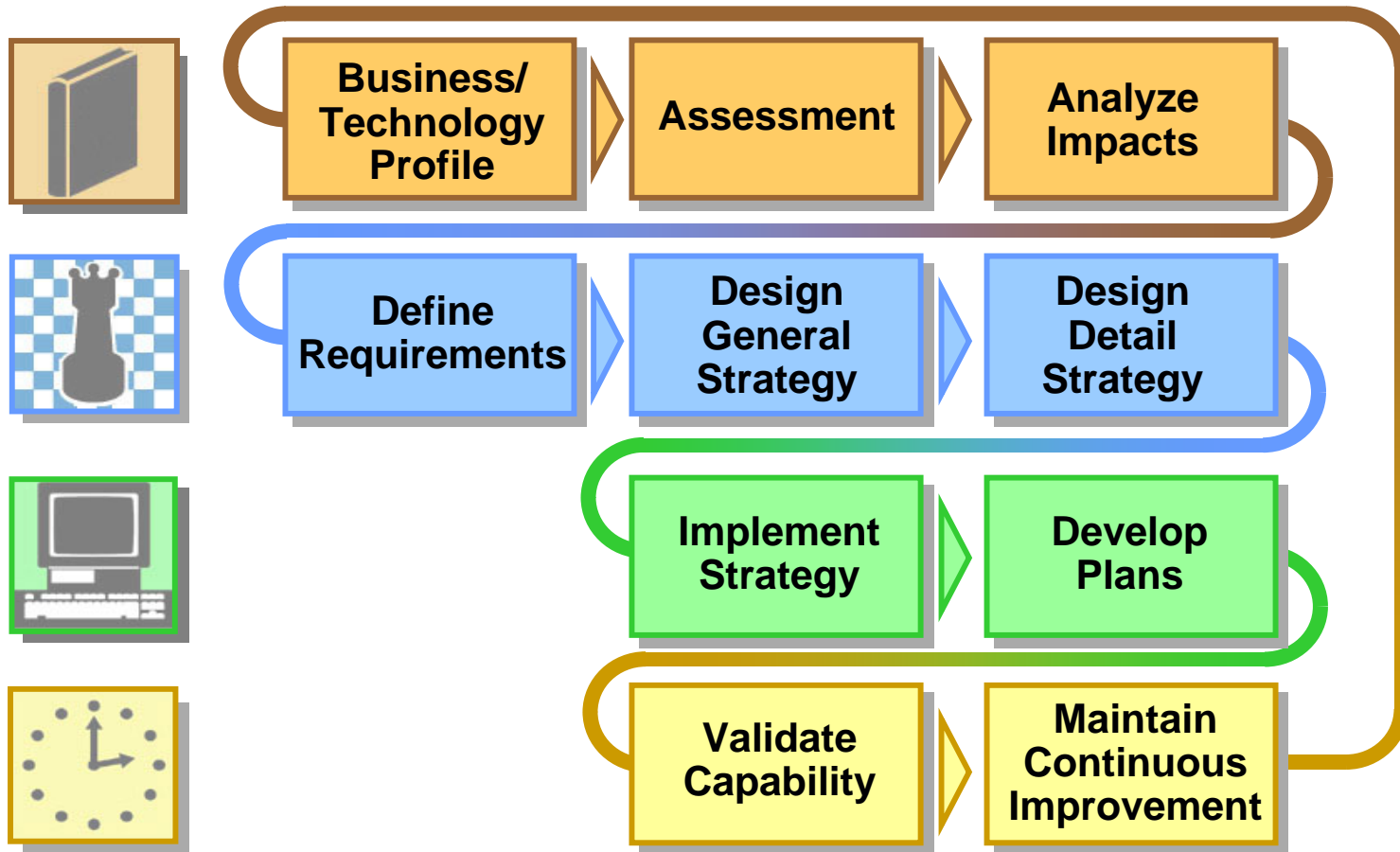
Presenter Introduction
Continuity Life Cycle
Key Business Continuity (B/C) Terms Defined
SunGard Business Recovery Process
Business Continuity Program Approach
Program Implementation Tracks
Vital Records Evaluation
Components of the Recovery Plans
Recovery Plan Testing
Testing Approach
Program Organization
Program Objectives
IMT Organization
Next Steps
Questions

Ed Sullivan – Gemstar-TV Guide International, Inc.

TV Guide Magazine, TV Guide Online, TV Guide Channel, TVG Network, Consumer Electronics, & Gemstar-TV Guide Corporate (Recently sold - SkyMall)

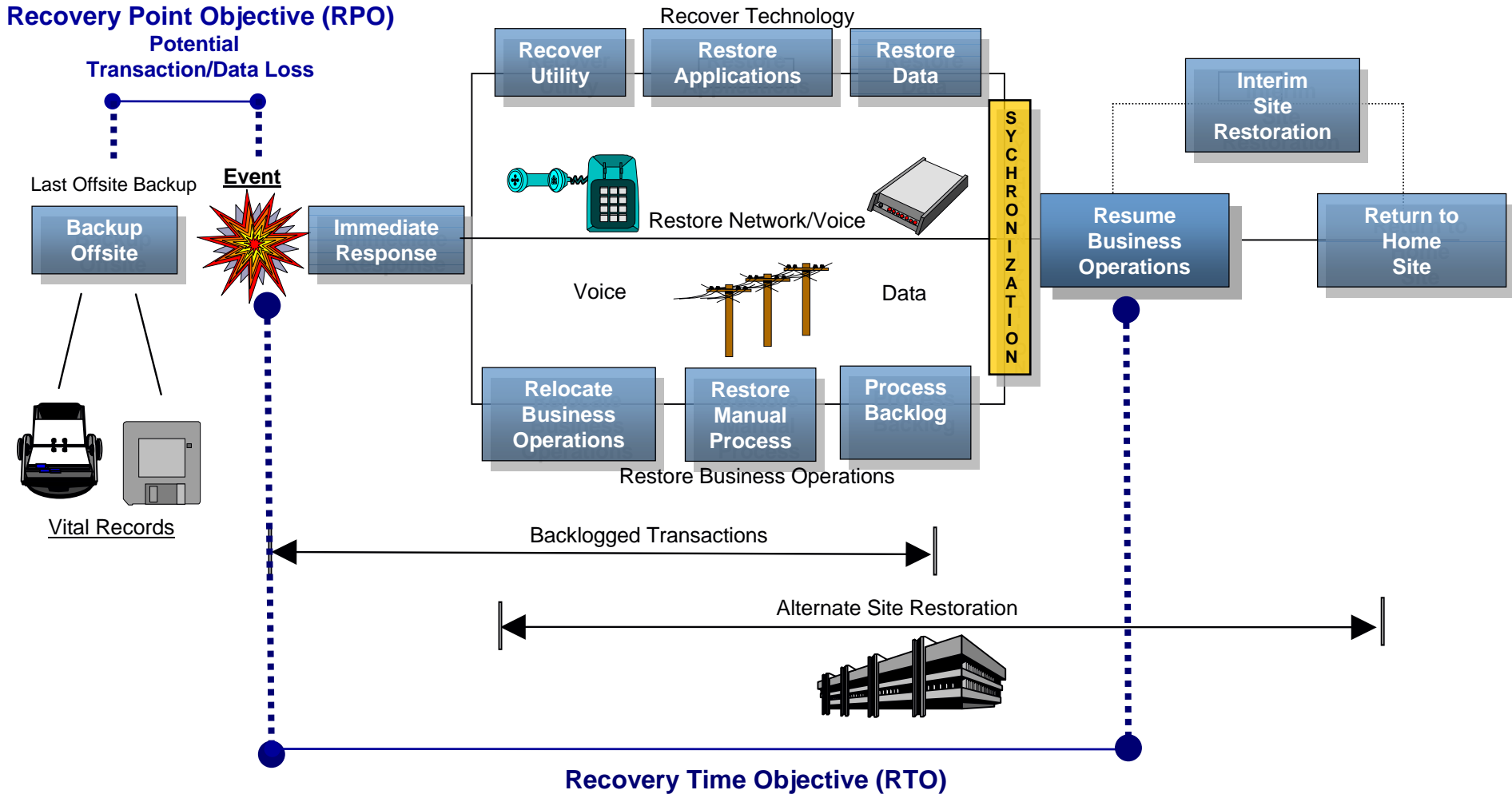
- Director, Business Continuity Services
Gemstar-TV Guide - 1/2004 to Present
- Manager of Consulting Operations (Western Region)
Comdisco/SunGard - 4/1988 to 1/2004
- Manager, Facilities & Business Continuity Services
Transamerica Information Services - 1/1972 to 4/1988

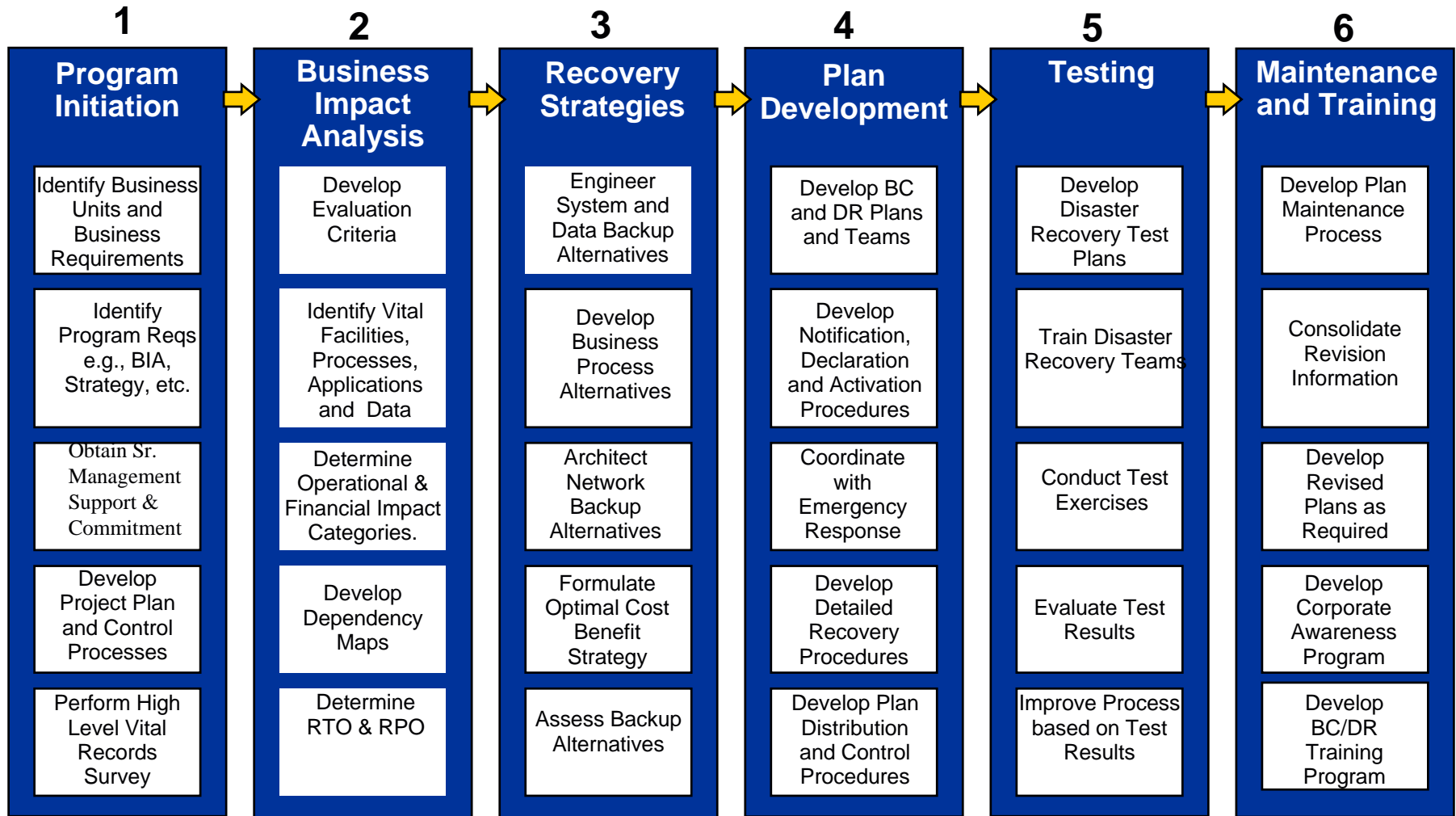
Business Continuity Lifecycle



- Recovery Time Objective (RTO) – The elapsed time from the point that a Disaster occurs to the point where IT and/or Business Operations are recovered at an alternate location
- Recovery Point Objective (RPO) – The age of the backup data that is retrieved from Off Site Storage and used to begin Recovery Operations
- Tiered Recovery – The priority of the Application or Business Unit being recovered (Usually determined by the RTO identified after completing a Business Impact Analysis (BIA) and used to guide the selection of the Recovery Strategy)
 - Tier 0 = 48 hour RTO (Hardware & Systems Infrastructure)
 - Tier 1 = 48 hour RTO (Most Critical Applications & Business Processes)
 - Tier 2 = 72 hour RTO (Supporting Applications & Business Processes)
 - Tier 3 = 96 hour RTO (Least Critical Applications & Business Processes)

SunGard Business Recovery Process





- Executive Business Impact Analysis
- Physical Risk Assessment (9 Data Center Locations)
- Technology Mapping
 - Map Applications to the Technology and to the Business Process
- Determine Operational and Financial Impacts
- Identify Recovery Time and Recovery Point Objectives
- Group into Recovery Tiers (0, 1, 2 & 3)
 - Challenge & Qualify Findings
 - Validate Findings with Business Unit Executive Management

Vital Records

- Establish Criteria for Determining Vital Records
 - Electronic Backups
 - Hard Copy Documentation
 - Review Offsite Storage Program
 - Rotation and Retention Criteria
 - Review Standards for Production Data
 - Data Synchronization Points

Recovery Plan Components

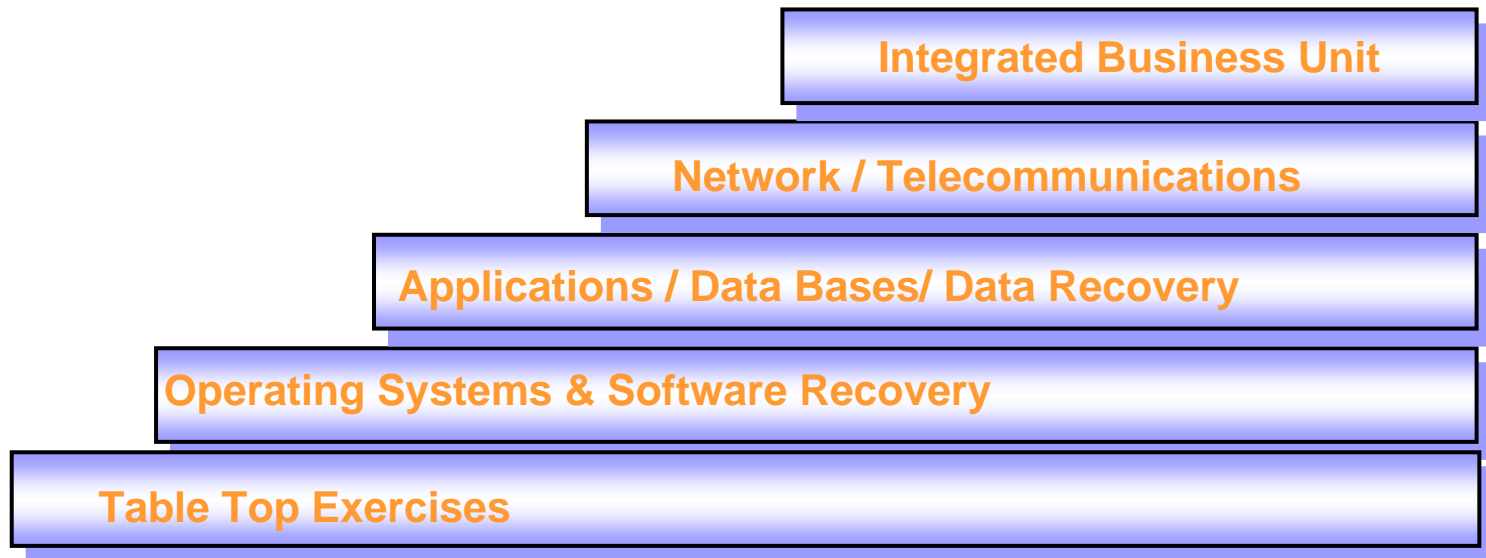
- Chronological Sequence of Team Activities based upon the Recovery Timeline
- Action Oriented “*What To Do*” Tasks with Supporting “*How To*” Procedures and/or Documentation
- Simple and Easy to Follow
- Testable and Maintainable

Plan Testing

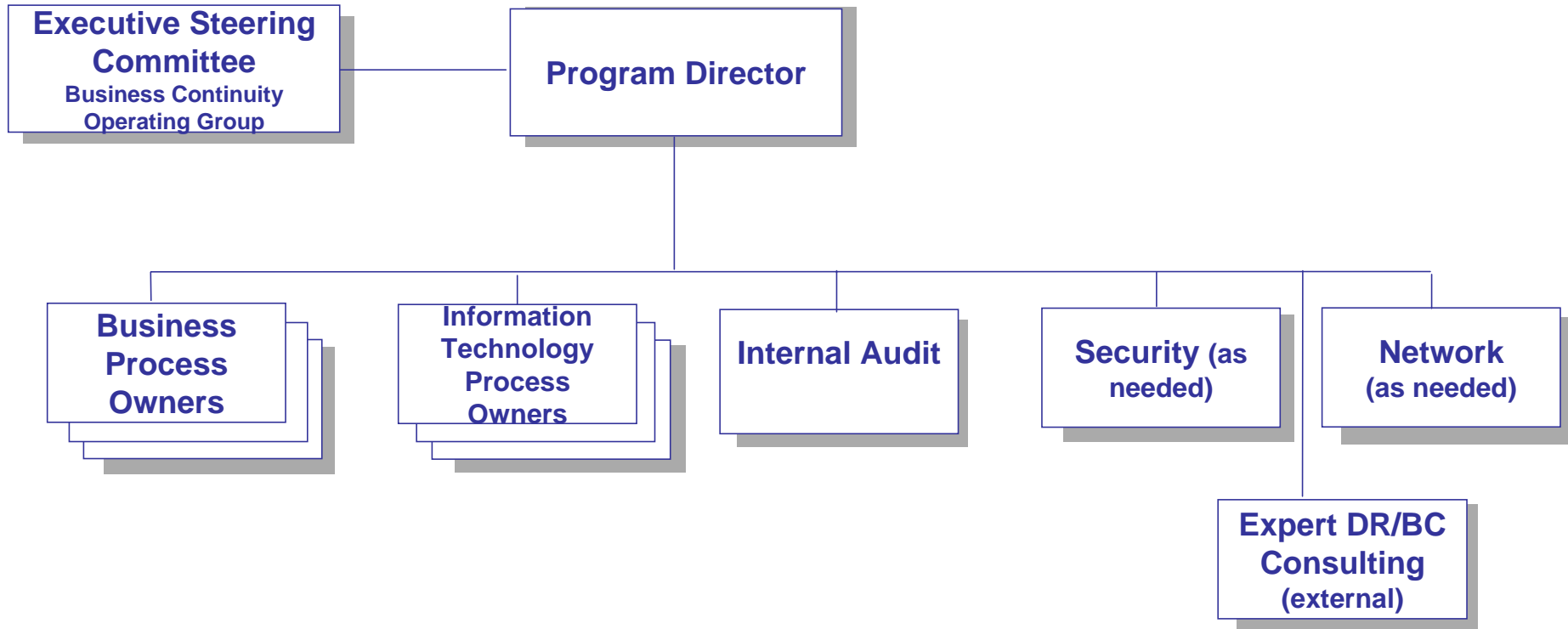
Disaster Recovery / Business Continuity Testing is the process of validating the contents of the Recovery Plans. It should not be a demonstration of the inherent skills of the technicians and/or business users supporting the test.

- Facilitated, Scenario-driven Structured Plan Walk-Through
- Issues Review and Status
- Plan Updates
- Plan Sign-Offs and/or Recommendations

Implementing a Testing Program Step-By-Step Ensures Up To Date Plans and Recoverability At Time of Disaster



B/C Program - Organization



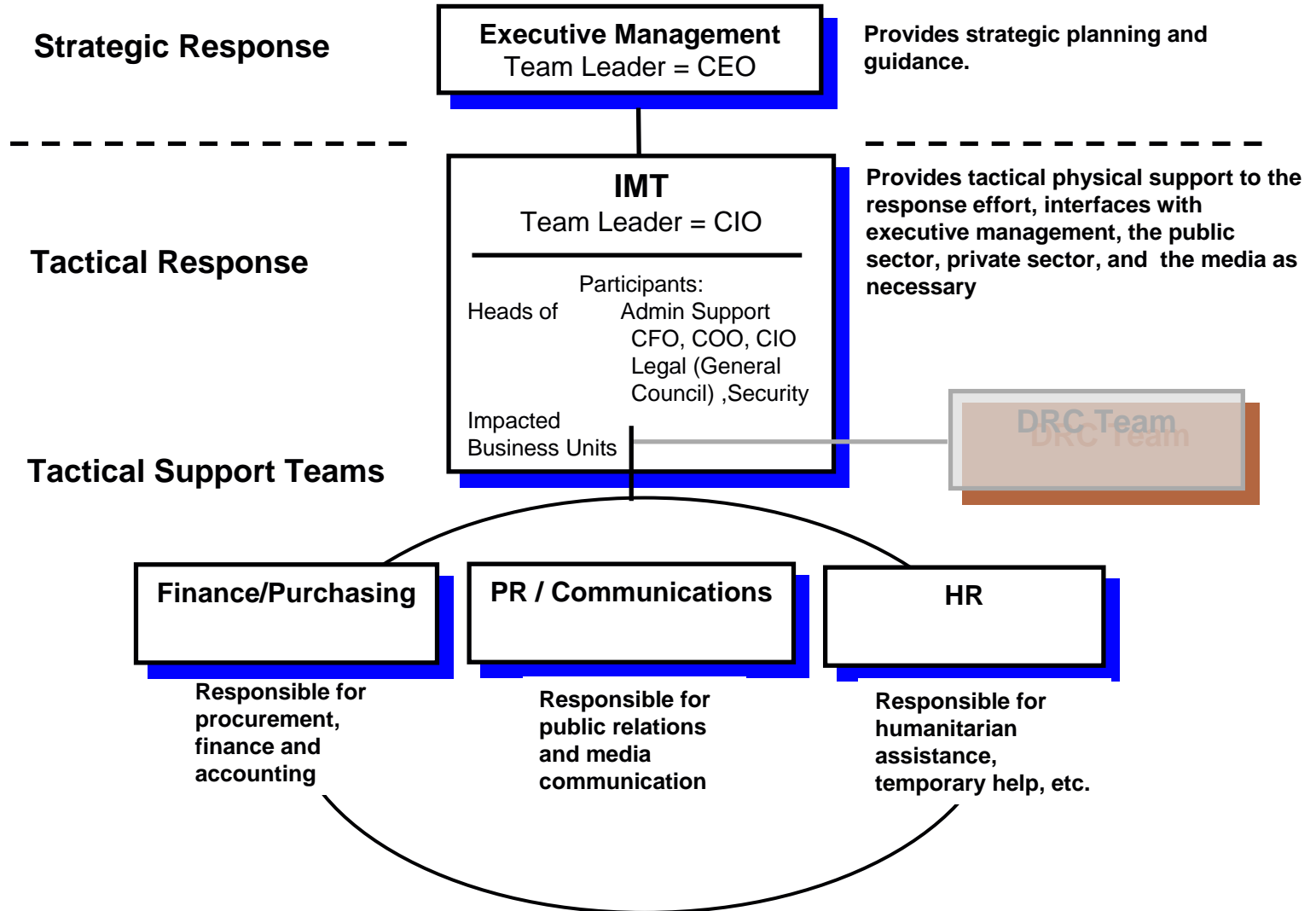
B/C Program - Objectives

- Recoverability of all Gemstar-TV Guide Business Units
- Establish Recovery Objectives for all Business Units and Critical Applications (i.e. RTO of 48, 72, 96 hours)
- Select and implement Recovery Strategies for all Business Units (Internally Supported or Vendor Supported)
- Develop and document Tier 2 & Tier 3 Business Continuity and Disaster Recovery Plans

B/C Program - Objectives

- Conduct Hot Site Testing for all Tier 0 & 1
- Complete Table Top Exercises for all Tier 2 & 3 Business Continuity and Disaster Recovery Plans
- Implement ongoing Test Planning, Maintain and Change Control for all elements of the Business Continuity Program

Scope: All Domestic Data Center locations and Business Units



Incident Management Team - Overview:

- The IMT is used to organize, evaluate and control significant events that impact Gemstar-TV Guide's normal business operation.
 - The IMT provides overall Senior Management guidance for communication, coordination and response to any crisis event.
- The severity and scope of a business disruption will guide whether the activation of Business Continuity / Disaster Recovery plans is warranted.
- The IMT Plan establishes the organization, timely actions and guidelines necessary to respond to any negative event affecting Gemstar-TV Guide's Business Units, IT or Security.

IMT Plan - Objectives

The IMT Recovery Plan will:

- Minimize the adverse operational and financial impacts of any potential disaster event on Gemstar-TV Guide's Business Units, IT Infrastructure and/or Security.
- Assist with prompt reporting, effective decision-making and coordinated cross department / Business Unit responses when an event occurs
- Provide for timely restoration of critical business / support functions following an event by declaring a disaster and providing additional resources as needed.

Executive Management - Roles

- Provides strategic direction and support for the IMT during the Recovery Process. When required by the crisis event or at the request of the IMT Leader, provide leadership and direction.
- Considers the implications of each incident and response to the company's viability, operability and credibility.
- As needed, chairs any strategy meetings between the IMT and the Business Unit Executives.
 - At Time Of Disaster, establishes priorities and facilitates recovery within the guidelines documented in the Business Recovery Plans.

- Schedule and Execute Hot Site Testing for all Tier 0 and Tier 1
- Maintain Technology Profile for Tier 0 & 1
- Complete Technology Profile for all Tier 2 and Tier 3 Applications
- Recovery Plan Development for Tier 2 and Tier 3 Applications

- Complete Table Top Exercises for all Tier 2 and Tier 3 Applications
- Provide Ongoing Business Continuity Education and Training for Gemstar-TV Guide Staff
- Implement Change Control for Business Continuity and Disaster Recovery

Questions??

