

# KPMG Thailand IT Advisory

## IT Disaster Recovery

November 2011

Central Thailand's unusually high flooding continues to damage properties and impact businesses. Information Technology is an integral part of any business now and as such, a speedy and efficient assessment of the impact to IT assets will be critical to business recovery.

Particular care must be taken in properly understanding the various components of Information Technology, how they have been impacted and the actions to take to restore them to normal operations. This will be critical to how quickly the business can itself return to normal operations. First, any impacted company should answer the follow questions in relation to IT:

| Key considerations for IT Recovery   |  |
|--|--|
| Where is your Computer Room / IT Data Center and has it been impacted by the flooding? Are you using a backup site or alternate location to operate IT assets and if so has it also been affected by the flooding? |  |
| Where are your backups (disks, tapes, CDROM, etc.) of <i>critical</i> systems and information?   |  |
| <ul style="list-style-type: none"> <li>• Application Software</li> <li>• Data</li> </ul>   | <ul style="list-style-type: none"> <li>• Operating Systems</li> <li>• PCs and personal data</li> </ul> |
| If you have backups, are they in a safe and secure location <u>and</u> not damaged by the flooding? When was the last time they were done?   |  |
| Do you have recovery procedures in place to restore all your systems, applications and data?   |  |
| Have you identified the critical resources needed to recover your IT assets?   |  |
| Do your people know what they are supposed to do and how to recover your IT assets?  |  |

If the answer to any of the above questions is "I don't have it", "I don't know" or "It's been affected", then there is a high probability that the recovery of IT assets will have an impact on the efficient and timely resumption of business operations. The following checklist can assist in assessing the impact the flooding has had on IT assets and how best to proceed to return IT assets to their normal state in support of business operations:

| 1. Servers & Network Equipment (Servers, routers, switches, data storage, etc.) |  |
|---|--|
| <input type="checkbox"/>  | Asses all IT equipment to determine what is damaged / unusable and what is still usable. Indicate which are critical (essential) for business operations; these are a priority if damaged /unusable. |
| <input type="checkbox"/>  | Create a list of all new equipment, by type and vendor, that is required to replace damaged / unusable equipment.  |
| <input type="checkbox"/>  | For damaged / unusable equipment, determine if any can be claimed from your insurance.   |
| <input type="checkbox"/>  | Contact each of your vendors / suppliers to replace equipment, especially for any critical equipment.  |
| 2. Business Applications  |  |
| <input type="checkbox"/>  | Recover critical applications from backups, if available.  |
| <input type="checkbox"/>  | If no backup is available, determine if the licensed version of each business application used can be obtained from the vendor.  |
| <input type="checkbox"/>  | If the licensed version cannot be obtained from the vendor, consider if the current version can be used to support the business.   |
| <input type="checkbox"/>  | If current version can be used, discuss with vendor to obtain and install latest version of software to replace the old version no longer available.   |

# KPMG Thailand IT Advisory

## IT Disaster Recovery

November 2011

| 3. Data   |  |
|---|--|
| <input type="checkbox"/>  | If you have backups, when was it last done and how much information was created since the backup was taken? It will need to be recreated in the system once the backup is restored e.g. Purchase Orders, Invoices, payments, etc.  |
| <input type="checkbox"/>  | Recover critical data from backups, if available   |
| <input type="checkbox"/>  | Try to recover data from damaged data storage devices and restore to alternate / replacement storage devices. Discuss with vendor / supplier how best to recover the data from the damaged storage devices.  |
| 4. PCs and Peripherals (desktops, laptops, printers, copiers, scanners, etc.) |  |
| <input type="checkbox"/>  | Asses all PCs and peripherals to determine what is damaged / unusable and what is still usable. Indicate which are critical (essential) for business operations; these are a priority if damaged /unusable.  |
| <input type="checkbox"/>  | Create a list of all PCs and peripherals, by type and vendor, that is required to replace those damaged / unusable.  |
| <input type="checkbox"/>  | For damaged / unusable equipment, determine if any can be claimed from your insurance.   |
| <input type="checkbox"/>  | Contact each of your vendors / suppliers to replace equipment, especially for any critical equipment.  |
| <input type="checkbox"/>  | Assess and identify critical information lost from damaged PCs e.g. spreadsheets, documents (contracts, invoices)  |
| <input type="checkbox"/>  | Try to recover critical data from damaged PCs. Discuss with vendor how best to recover data from the equipment.  |
| 5. Disaster Recovery Procedures   |  |
| <input type="checkbox"/>  | Develop / Revise your IT Disaster Recovery Procedures <ul style="list-style-type: none"> <li>• Backup and recovery steps for applications, data and equipment, especially those that are critical to the business</li> <li>• Identify key resources for recovery activities and make sure they understand what they have to do and when</li> </ul> |
| <input type="checkbox"/>  | Test and validate IT Disaster Recovery procedures  |



**Businesses throughout central Thailand are suffering from the ongoing flooding. Property damage and business interruption is an inevitable consequence. Companies with a clear understanding and approach to assessing and resolving the impact on their IT assets will be in a much stronger position to resume normal IT operations in support of the business.**

**With IT being such a critical aspect of supporting and conducting business, a quick resumption of IT service capability means a quicker resumption of business operations.**



**KPMG Phoomchai Business Advisory Ltd.**  
*IT Advisory Services*  
 50<sup>th</sup> Floor, 195 South Sathorn Road  
 Bangkok 10120 Thailand

**TERM TECHASARIN**  
*Partner, IT Advisory*  
 Tel: +66 2677 2703  
 Email: term@kpmg.co.th

**SCOTT CAMERON**  
*Exec. Director, IT Advisory*  
 Tel: +66 2677 2799  
 Email: scameron2@kpmg.co.th

**PENNAPOO POOKKARAT**  
*Assoc. Principal, IT Advisory*  
 Tel: +66 2677 2602  
 Email: pennapa@kpmg.co.th