



## **Mitigator™**

### **A Continuity Management Software Solution Defined**

Modern businesses rely heavily upon software systems to maintain their mission critical operations. In today's computer oriented environment, there is a low tolerance for interruptions. Most functions have to be restored within a 24-hour period; many require restoration within 8 hours or less. However, many businesses and government organizations do not have a critical infrastructure assessment or business continuity plan, or process, in place. The absence of appropriate recovery processes leaves businesses and organizations vulnerable to disruptions of operations that entail significant government, business and competitive risks.

Mitigator™ software, developed by EverGreen Data Continuity, Inc., is a very robust, comprehensive suite of “expert” Continuity Management tools developed to reduce the cost and risks of delivering continuous operations. The software integrates enterprise storage management, security, high availability, asset management, risk assessment and business continuity – requirements of any successful organization. Mitigator establishes a “standard” by which all entities, public or private, can measure their vulnerabilities and improve readiness to survive unexpected operational and catastrophic events.

The following overview provides insight to the significant functional characteristics and benefits of Mitigator.

**Product Overview** – Mitigator software provides a comprehensive Disaster Mitigation Planning solution for the protection and recovery of Critical Infrastructure Assets. The software begins by performing a variety of risk assessments, including Business Impact Analysis (BIA). A “Critical Infrastructure Assessment” is performed based upon statistical downtime probabilities for various threats and vulnerabilities to determine the economic and operational risk associated with all critical facilities, communications, applications, systems, data centers and organizations. Once the assessment is complete, the “Expert System” performs a “Gap Analysis” and recommends “Best in Class” solutions for the organization to meet their Recovery Time Objectives. Mitigator then applies its knowledge of the targeted environment to develop recovery strategies that are appropriate for each level of critical operations. Once a recovery strategy is selected, a comprehensive Disaster Recovery Plan is generated utilizing hundreds of pre-assigned recovery tasks that can be configured to meet each recovery team’s needs. Within Mitigator, tools are included to gather survey information from remote subject matter experts, as well as to allow the building of specific recovery teams and tasks by remote recovery team leaders. Mitigator software supports multiple departments and locations and is available in both a standalone workstation version and a multi-user web version.

**Ease of Use** – Mitigator incorporates several online user tools to assist with ease of use. In addition to standard online Help and documentation, there is a



5-minute introduction video and a 1.5 hour selectable, interactive tutorial for each functional capability. All functions have the ability to add, delete, and modify data. Survey questions can be exported, copied, and imported to subject matter experts in Mitigator Pro, Mitigator ProWebV and Mitigator ProWebX. Questions can be added, modified, or deleted to tune each assessment to the needs of the individual organization. Pre-built scenarios are included for a corporation or government entity with multiple organizations and sites. A municipal city scenario is also provided, which includes city hall, schools, police and fire, hospitals, water department, etc.

**Program Management** – Mitigator includes pre-built tools that allow copying, archival, and recovery of each database supporting each plan scenario. Several plans can be generated for a location, or plans can be developed for multiple locations.

**Facilities** – A facility defines the location of each organizational unit and their associated operational functions. Mitigator fully describes each facility’s location, address, GPS, etc. Within each facility, one or more data centers can be defined. Data center definitions include all computer systems and applications residing in them and which organizational departments rely on function.

**Threats** – Mitigator contains 40 threats and their statistical downtime probability for each USA state and regional geographic area that can impact each facility, e.g. societal, environmental, man-made, natural, systems. These threats can never be eliminated, but their impact can be reduced depending on the vulnerability of the systems and processes used for daily operations. It is possible to mitigate the impact of these threats by utilizing Mitigator’s “Best Practices” for critical elements including; facilities, communications, business functions, systems, applications, and data center operations.

**Financial Analysis** – Mitigator assesses each organization at their lowest level as to their contribution to the overall revenue and budget. Then, many other data points are collected including operational budget, hours and days of operations, legal liabilities, operational recovery costs, asset replacement costs, etc. This information is accumulated at each organizational level to define the financial costs associated with operational risk per minute, hour, month and year for each organization.

**Critical Resources** – Each business function within an organization has critical software applications. The availability of the applications impacts an organization’s ability to perform their required functions. These applications also have inter-related systems that support their operations. Systems often have multiple missions resulting in different perspectives of importance of system services and capabilities. Mitigator tracks each application across the systems and user organizations to determine the financial impact of downtime for each one. Similar functionality is being added to measure impact for functional interdependence, such as “Life and Safety”.



**Assets** – Each organization has assets that it depends upon to perform its functions. Mitigator collects asset information that includes a full description, replacement cost, etc. This information is used in a risk assessment, associated with recovery procedures and is available as insurance documentation.

**Operational Vulnerabilities** – Risk can be mitigated (reduced) in many cases if “Best Practices” are used. Mitigator contains approximately 1,000 “Best Practices” defined within six major categories: Facilities, Business Functions, Communications and Network Security, Applications, Systems, and Data Center Operations. Mitigator’s “Best Practices” are derived from the National Institute of Standards and Technology, National Security Agency, IT Journals, *Disaster Recovery Journal*, and EverGreen Data Continuity’s own experiences and expertise, from which it has developed an extensive database. Each category has sub-categories that contain five to fifteen questions that relate to Disaster Preparedness, Security, Storage Management, and High Availability. Questions related to each Practice are surveyed, and each Practice is weighted relative to their importance of maintaining business continuity and the ability to recover from operational interruptions. Based on the survey responses, each category is measured against these “Best Practices” for each organization. As organizations make operational improvements, metrics can be analyzed which show quality improvement. Also, the survey results for each topic are used to reduce the risk for all categories.

**Recommendations** – Based upon the survey results, Mitigator makes recommendations for operational improvement for each question with a negative response or when a recommendation may prove helpful even if the question was answered in a positive way. Each recommendation includes a detailed set of supporting guidelines.

**Analysis** – Once the surveys are complete, graphical analysis is created, depicting the risks for each organization, location, application, and system. A Gap Analysis is performed for each Application, System, and Data Center to show how their current practices compare against recommended best practices on a scale of 1 to 5. The current financial risk and the projected risk associated with using recommended best practices are shown.

**Reports** – In addition to providing various analysis tools, Mitigator produces several MS-Word reports, which include various combinations of graphical charts and recommendations for improvements for each level of the organization for each of the six major categories. Reports can be generated for each application and/or system used by the organization, even if there are several hundred. The Report Wizard is flexible so the detailed reports can be added or deleted for each organization, category, or topic.

**Continuity Strategies** – Mitigator includes predefined disaster recovery scenarios with tools to project costs for each scenario. While this is not a fully automated process, information collected during assessments will be aligned to these predefined scenarios and evaluated by a continuity professional. This is



capability is important for the organization as a whole in order to plan for future business continuity budget initiatives.

**Business Continuity Planning** –Mitigator integrates the organizational knowledge collected during the assessment process to construct a business continuity plan. Mitigator provides detailed functional requirements which specify the addition of recovery teams, recovery tasks and procedures, notification and escalation procedures, etc. Over 2,000 predefined recovery tasks have been included in Mitigator to allow users to build active recovery teams and define each one's associated recovery tasks, significantly reducing the time to construct the plan. Also included is a predefined plan format with over 100 pages of procedural data and tables which are automatically populated from results within other Mitigator modules. Depending upon the version of Mitigator software, one or more DR Administrator can work in parallel to construct the Business Continuity Plan, with the ability to export surveys and recovery team modules to subject matter experts to share the task of data collection and plan construction. Mitigator ProWebV and ProWebX utilize a MS SQL web accessed database for multi-user access and to store the content for the Business Continuity Plan.