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# R&D Vouchers: Business Continuity of IT

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This poster paper appeared at the 1st annual conference of Computing and Information Technology Research and Education New Zealand (CITRENZ2010) incorporating the 23<sup>rd</sup> Annual Conference of the National Advisory Committee on Computing Qualifications, Dunedin, New Zealand, July 6-9. Samuel Mann and Michael Verhaart (Eds).

## Abstract

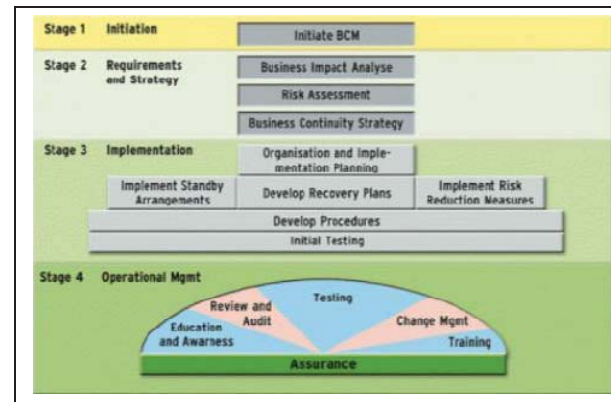
Wintec introduced a scheme to do a \$5,000 project with Research, Development or Knowledge Transfer for an organization. The first project, proposed by Employer Partnership Group for IT, was done on Business Continuity of IT. Feedback indicates it was successful and we learned about the scheme, engaging community, IT issues for industry and informing teaching.

## Keywords

R&D, Business Continuity, ITIL

## Literature context

We used ITIL and other literature to develop assessment criteria for this review.



**Figure 1: ITIL's for stages of Business Continuity**

The review itself was undertaken as follows:

Area	Review
ICT service continuity management	<ul style="list-style-type: none"> <li>- understand ICT continuity requirements</li> <li>- identify ICT specific aspects of any existing continuity management practices, including any documented ICT service continuity plan</li> <li>- compare practices to appropriate assessment criteria and assess</li> <li>- identify any opportunities for improvement</li> </ul>
Risk mitigation	<ul style="list-style-type: none"> <li>- identify – <ul style="list-style-type: none"> <li>- possible risks to the ICT environment</li> <li>- the probability of the risk occurring</li> <li>- the impact of the risk</li> </ul> </li> <li>- identify any opportunities for improving existing risk mitigation practices associated with identified risks</li> </ul>
Miscellaneous	Additional points associated with business continuity and/or ICT specific continuity may arise for discussion/assessment as the review proceeds. In keeping with the methodology outlined in this document, where possible appropriate assessment criteria will be identified for comparison and findings will be summarized in a similar manner, including the identification of any opportunities for improvement.

**Figure 2: Review plan reference list**

The assessment is not an audit and is therefore largely subjective, based on an understanding of the business and ICT environment gathered through interviews (and follow up questions) with relevant staff, partners and suppliers of the client organisation as well as a minimal amount of observation. Detailed observation and testing to validate responses was not included within the scope of this review.

### Observations re IT

Positive aspects for NGO sector (considering funding):

Review area	Community Org 1		Community Org 2	
	Assessment	Points	Assessment	Points
• Policy and scope	Partial	1	Partial	1
• Requirements and strategy	Partial	1	Adequate	2
• Implementation				
• Risk mitigation	Partial	1	Partial	1
• Emergency response plan	Partial	1	Adequate	2
• ICT service continuity plan	Inadequate	0	Inadequate	0
• Documentation	Partial	1	Inadequate	0
• Operational management for assurance				
• Format and distribution	Partial	1	Partial	1
• Education and awareness	Partial	1	Partial	1
• Review and audit	Partial	1	Partial	1
• Testing	Adequate	2	Partial	1
• Change management	Adequate	2	Adequate	2
• Training	Adequate	2	Partial	1
Overall (out of 36)		14		13
Average	Partial	1.16	Partial	1.08

Rating & points	Assessment
Complete 3	Agreed with more than 100% of the appropriate assessment criteria
Adequate 2	Agreed with between 75% and 99% of the appropriate assessment criteria
Partial 1	Agreed with between 50 and 75% of the appropriate assessment criteria
Inadequate 0	Agreed with less than 50% of the appropriate assessment criteria

### Figure 3: Overview findings

Space insufficient to report in more detail. Provided each organization with detailed report.

### Learning

About industry/community organizations:

- Some areas of obvious concern
- Organizations appear low-resourced
- They appreciated it and wish for more

About project:

- Short notice to release staff from teaching
- Much more effort than anticipated 100 hours
- Using a good framework was very useful
- Manage scope and expectations very closely

### Reference

Arnell, Alvin. *Handbook of Effective Disaster/Recovery Planning*, McGraw Hill, 1990

*IT Service Continuity Management and Disaster Recovery Best Practice Handbook*, Art of Service, 2008

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### Acknowledgements

Wintec for funding, Bruce Ferguson for advice, NGOs for collaboration.