

## Business Continuity Services

Few businesses today can function without significant technology resources. The ability to respond quickly to downtime associated with fire, floods or other disasters has become critical to business continuity and success. Fidelity National Information Services, Inc. (FIS) provides technology resources, support and consulting that organizations need to recover from a disaster.



### Business Challenges

- An increasing portion of mission-critical business activities are underpinned by information technology (IT)
- Businesses are vulnerable to threats such as viruses that result from today's increasingly distributed IT environments; this vulnerability raises concerns about data security
- Rising technology and manpower costs make it difficult to support the recovery process with existing staffing levels
- Due to lack of adequate staffing of the recovery process, recovery plans are growing obsolete and unusable, or recovery exercises are not managed properly
- Dependence on technology to compete in today's market is causing the recovery window to shrink from 72 hours to 24 hours

### Postdisaster Challenges

Once a disaster strikes, a business is faced with even more challenges, including:

- Repairing or replacing technology infrastructure fast enough to preserve a competitive edge
- Understanding the process for effective recovery of data, especially with regard to priority and criticality, from ancillary to mission-critical items
- Preparing to pay the cost of total recovery, from the time the incident occurs until full-capacity operation resumes
- Revising recovery strategies in the event a recovery process does not happen as expected or in the time frame necessary to fulfill operational objectives


### The Solutions

FIS effectively addresses these challenges by offering features and benefits that include:

- A recovery program assessment and business impact analysis, through which consultants identify specific areas of exposure; the consultants then provide recommendations to enable the client to proceed with confidence in continuity investments

**FIS»**

FIDELITY NATIONAL  
INFORMATION SERVICES

- 
- A recovery environment customized to meet business needs, including a certified recovery specialist who is assigned as a single point of contact; this arrangement has proven to provide an exceptional level of reliability and quality of service to FIS clients
  - Recovery plan development and maintenance by experienced planning analysts to provide a constant safety net for mission-critical systems.
  - A wide range of mainframe, midrange, local area network (LAN), wide area network (WAN), network equipment and technical support from FIS' worldwide technical staff
  - Recovery programs and exercise management by experienced business continuity specialists; this ensures recovery resources are in place to support critical operations and the recovery plan is tested and proven to be accurate and viable

## Description of Services

### Recovery Program Assessment

A recovery program assessment involves identifying the gaps and exposures in existing business continuity programs, reviewing the production and recovery environment, recovery plan documentation and recovery vendor contractual provisions, and assessing other areas of high-risk exposure. An assessment report outlining the gaps and exposures identified and recommendations for improvement can be a valuable tool in setting priorities for implementing a comprehensive business continuity program.

### Business Impact Analysis

An FIS business impact analysis enables executive management to make informed decisions about the criticality of business processes, the adequacy of insurance coverage and the amount of funds that should be allocated to a business continuity program. A business impact analysis is designed to identify and quantify the potential impact upon an organization if normal business operations are interrupted. The conclusions of the business impact analysis are used to determine which business processes and functions are vital to the survival of the organization.

### Recovery Program Management

When managing the recovery, FIS performs the daily management tasks required to ensure that adequate recovery capabilities are in place to support all critical operations. These capabilities are exercised regularly, and supporting recovery documentation is developed and maintained. A recovery specialist is assigned as the recovery program manager and is responsible for managing all activities involved in maintaining a comprehensive business recovery program.

### Recovery Exercise Management

FIS' recovery exercise management methodology is designed to make the best use of the client's budget, staff time and recovery resources. A recovery specialist, assigned as the recovery exercise manager, develops a project plan that identifies required tasks and their start and end dates and assigns the tasks to the appropriate participant or support resource. After the exercise, the recovery exercise manager produces a comprehensive report of all test activities

and results, assigns problems to the appropriate participants for resolution, reports any required configuration changes to the appropriate group for implementation, and develops a project plan to resolve postrecovery exercise issues.

### **Recovery Plan Development and Maintenance**

A comprehensive recovery plan provides guidance to organizations during a climate of crisis, ensuring that vital issues are not overlooked. Planning analysts focus on the issues that must be considered in developing recovery capabilities for time-sensitive operations such as critical functions, recovery strategies and recovery priorities. Creating a comprehensive plan requires a thorough understanding of these issues, as well as the entire planning process. Following plan development, planning analysts can manage, plan and facilitate updates every quarter, keeping the plan current and relevant, and with minimal impact to personnel and other projects.

### **Recovery Facility Services**

An agreement with FIS for backup recovery resources provides the support necessary to leverage those resources most effectively. The resource management group manages recovery resources, including facilities, data and voice network, open systems, midrange and mainframe. Designated recovery specialists interface with the program manager, team leaders and equipment specialists to ensure all components of recovery configuration are acquired, installed and maintained. Additionally, these specialists ensure that compatibility issues are resolved and the

configuration is updated as required by operational changes. The resource management group also facilitates the scheduling and use of resources for recovery exercises and actual recovery operations and provides support during exercises and recovery.

### **The Power Behind the Solution**

With superior technology professionals and multiple data centers across the country, FIS is poised to meet each client's needs. FIS maintains more than 14,000 MIPS of mainframe processing capacity and processes 1.9 million transactions monthly, while supporting more than 250,000 remote devices around the world. FIS also processes more than 50 percent of outstanding U.S. mortgages each day, more than 23 million financial accounts each day and more than 3 million transactions per hour. FIS provides services remotely or onsite, worldwide.

FIS has been ranked the number one banking service provider in the world and the number two overall financial technology provider in the annual FinTech 100 rankings, sponsored by *American Banker* and the research firm Financial Insights.





**FIDELITY NATIONAL  
INFORMATION SERVICES**

**E-mail**

[fnfis.marketing@fnis.com](mailto:fnfis.marketing@fnis.com)

**Phone**

888.323.0310

**Web**

[www.fidelityinfoservices.com](http://www.fidelityinfoservices.com)

