



**KINGSBRIDGE**  
**DISASTER RECOVERY**



Theravance Case Study



# Who is KingsBridge?



- Working in the Disaster Recovery and Business Continuity Industry since 1983
  - Global consulting since 1983
  - Straightforward Phoenix software since 1985
  - Education since 1995
- Mission Statement: Planning Made Simple – for everyone!

# What is Disaster Recovery (DR)?



- Disaster recovery is the recovery of your core systems within a specified amount of time.
  - RTO - Recovery Time Objective
  - RPO - Recovery Point Objective

# How is DR different from Business Continuity (BC)?



- Business Continuity is the recovery of the business process.
  - Accounting
  - Sales
  - Manufacturing
- BC is essential for cash flow



# BC/DR Common problems



- ❑ Common problem for planners:
  - ❑ Where do I start?
  - ❑ How do I do this?
  - ❑ How do I reduce redundant processes?
  - ❑ Lack of project ownership
    - ❑ No time to complete
    - ❑ No accountability
    - ❑ No project direction



# Issues facing Theravance



- Same issues as the rest of the businesses
- Some special requirements due to laboratory environment
  - Vivarium / Specialized facility requirements
  - San Francisco location
  - Intellectual property is small and easy to destroy



# How did Theravance do it?



- Commitment to Process of building a comprehensive plan:
  - Active Threat Risk Analysis
  - Working Business Impact Analysis
  - Complete Response Tasks
  - Commitment to Audits and Exercises



# What is the ROI on planning?



- Planning can be expensive, but you can get see a return on the investment (of time and money):
  - Avoiding lose of assets (personnel or IP)
  - Avoiding fines and unnecessary expenses
  - Identification of critical tasks and procedures



# What is the ROI on planning?



- ❑ During a RIF, the loss of key personnel is critical
- ❑ BC/DR planning helped Theravance how to:
  - ❑ Minimize the loss of knowledge with loss of people
  - ❑ Understand the key processes that have to continue
  - ❑ Where fundamental data is stored and backed up
  - ❑ Access critical data and how to retrieve it



# What is the ROI on planning?



- Understanding the risks and impacts of Pandemics
  - Minimize the “panic” associated with misinformation
  - Who is critical to the company and how do we have them cross trained
  - How to mitigate the risk associated with “sick” people
  - Avoiding the paranoia of a simple sneeze while at work



# What is the ROI on planning?



- Avoiding unnecessary fines and loss of money
  - A recent fire inspection would have resulted in \$XXX in fines, but BC/DR Planning helped identify issues
    - Identified areas of improper signage
    - Areas blocked, thus not allowing proper egress
    - Other areas that would have resulted in fines
  - Making money and saving money have the same bottom line
- Cash flow is critical



# Bottom line to Theravance



- Third party review allows for objective critique
- Redundant but not useless replication of data
- Identification of key systems and people
- Cross training and backup of critical processes
- Better understanding of work flow and requirements
- Systematic approach to recovery



# What does this mean to Theravance?



- IT purchases can be made with a directed purpose
- Better prepared for a small disruption or a large scale disaster
- Ad-hoc recovery is avoided (or eliminated)