As organizations transform to digital-centric businesses, IT enterprise platforms are being re-imagined and deployed across hybrid infrastructures, comprised of multiple data centers, co-location facilities, third-party service providers, all connected by private networks or Internet. This hybrid infrastructure construct increases complexity, decreases control and reduces visibility into the interconnected external components.

**The result:** A significantly reduced understanding by IT management of their organization’s ability to provide critical business platforms at this critical point in time when digital transformation is making the delivery of comprehensive hybrid IT platform solutions all the more essential.

Industry executives now more than ever, need to objectively evaluate their hybrid IT platform environment, to ensure an overall understanding of key supporting components and inherent risks.

**Hybrid Resiliency Assessment**

Uptime Institute’s Hybrid Resiliency Assessment provides a structured discussion of the effectiveness of an organization’s hybrid IT platform delivery structure and processes; across multi-site configurations, public clouds and services, best practices, with focus on identifying risks and vulnerabilities.

Delivering Hybrid Resiliency

While it is true that complete downtime is quite rare across an entire hybrid infrastructure, reduced capacity or other types of service degradation happens all the time. These incidents can be extremely damaging to an organization’s reputation, its ability to conduct business, and with costs often measured in millions of dollars in lost revenue and sometimes billions of dollars in lost valuation.

Uptime Institute’s Hybrid Resiliency Assessment will facilitate joint IT executive and staff discussions and collaboration, to clarify the key aspects of IT organization, platform design, operations and documentation.

**Organizations can use this Assessment to:**

- Initiate top to bottom resiliency risk analysis suitable for stakeholders, internal and external
- Act as an educative tool on how and where to look to reduce vulnerabilities in the future
- Plan a resiliency strategy for new applications or services, during the transformation process
- Help prepare reports for governance, compliance and executive reporting purposes
- Audit the effectiveness of existing teams, architectures and processes.
- Evaluate existing or prospective third party providers of IT services
The Key Components of the Assessment

Today’s digital infrastructure includes a wide range of components, assets, and services, including many that are hosted or provided remotely. These services and their associated platforms may be located in the cloud or provided by third parties. This hybrid construct typically offers only limited transparency concerning infrastructure performance when component failures are experienced or critical path infrastructure elements are degraded.

The cloud or providers typically only provide Service Level Agreements (SLA) riders which state what their remedy or compensation would be when failures are experienced. This may not provide sufficient risk mitigation for delivering today’s digital centric business.

The Assessment is designed to improve IT executive and staff visibility and better align business requirements with platform implementation, by focused discussion of actual capability within these five key areas:

1. Hybrid IT Platform Organization
   - Written corporate policies and procedures
   - Organizational culture and empowerment
   - Organizational structure and accountability
   - Business and technology requirements alignment
   - Resiliency risk management program

2. Application Design Principles
   - Architectural documentation
   - Performance targets identified and tracked
   - Critical path items required to deliver SLA
   - Fail safe mechanisms
   - Resiliency testing regimen

3. Cloud Platform Services
   - Operating system(s) types and documentation
   - Computational resources and services
   - Storage resources and services
   - Communications resources and services
   - Load balancing and failover capabilities

4. Networking
   - Geographically diverse physical paths
   - Recovery paths
   - QoS Compliance during failover
   - Automatic switching between sites
   - Auto recovery from failure mode
   - Documentation

5. Data Center
   - Electrical system design redundancy
   - Mechanical systems design redundancy
   - Critical distribution
   - Computer room cooling
   - Documentation
   - Operational maturity

Putting the Hybrid Resiliency Assessment to Work

At the completion of the assessment Uptime Institute will provide a high level resiliency graph of the five key areas, listing vulnerabilities identified during the Assessment, and best practice recommendations for improvement.

Participants in Uptime Institute’s Hybrid Resiliency Assessment will also be provided with a no cost one-year membership of Uptime’s proprietary online portal Inside Track, to enable them to stay in contact with Uptime Institute’s resiliency experts, as well as communicate and learn from other companies who are successfully making the transformation to a hybrid platform environment.

Get Started Today

Find out everything you need to get your workshop started now. See our detail here:

www.uptimeinstitute.com/Resiliency-Assessment
About Uptime Institute

Uptime Institute is an unbiased advisory organization focused on improving the performance, efficiency, and reliability of business critical infrastructure through innovation, collaboration, and independent certifications. Uptime Institute serves all stakeholders responsible for IT service availability through industry leading standards, education, peer-to-peer networking, consulting, and award programs delivered to enterprise organizations and third-party operators, manufacturers, and providers. Uptime Institute is recognized globally for the creation and administration of the Tier Standards & Certifications for Data Center Design, Construction, and Operational Sustainability along with its Management & Operations reviews, FORCSS® methodology, and Efficient IT Stamp of Approval.