

How to Ensure Business Continuity in the Face of the Coronavirus

Elias Khnaser and
VP, Cloud



Mark Lockwood
VP, Collaboration



VUCA World



Known and Probable Events



Floods



Fires



Blizzards



Hurricanes

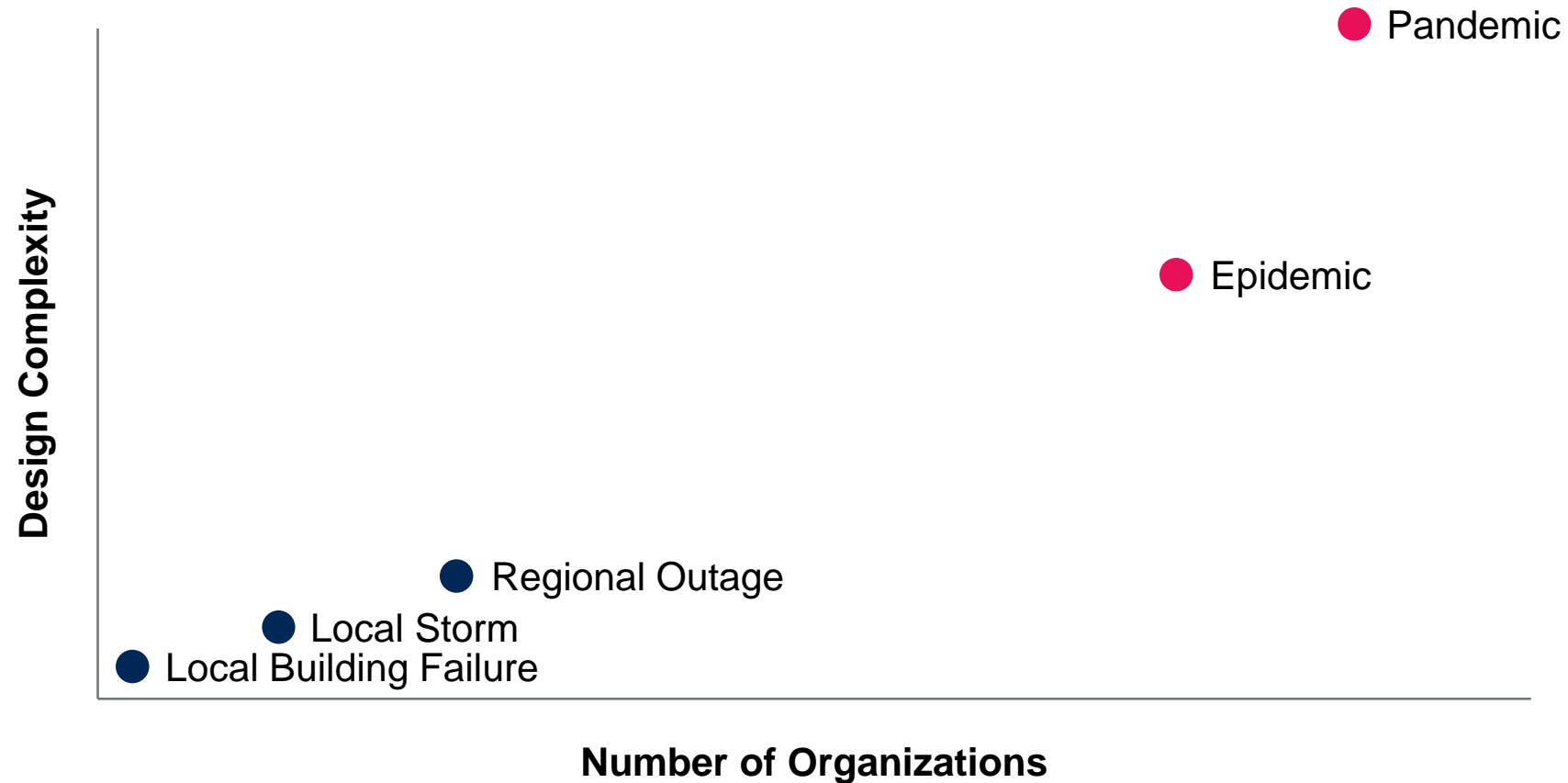


Earthquakes

“The single biggest threat to man’s continued dominance on the planet is the virus.”

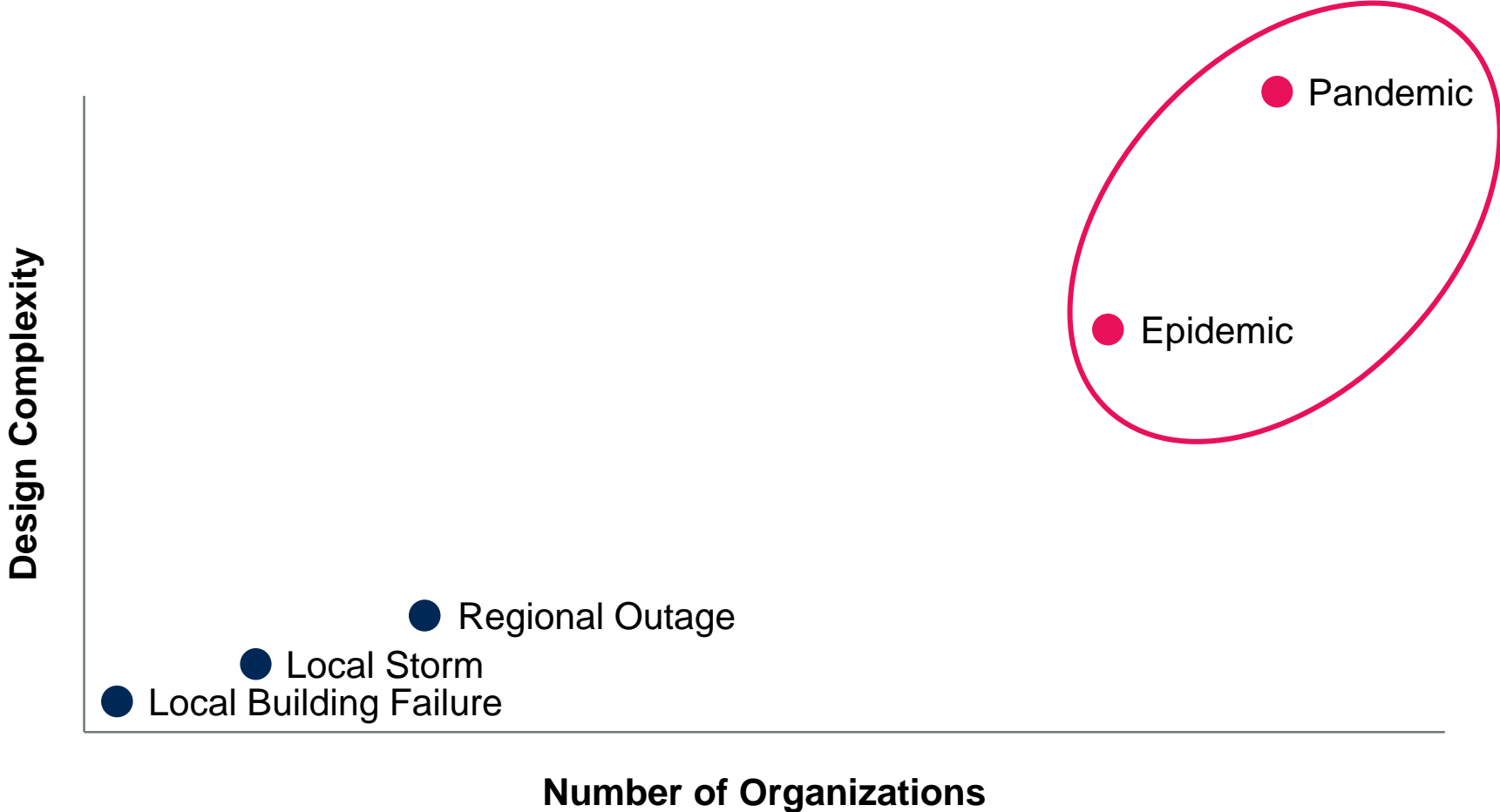
Joshua Lederberg, PhD.
Nobel laureate

Complexity of Business Continuity Design



Source: Gartner 2020

Complexity of Business Continuity Design



Source: Gartner 2020



**“The plan is useless —
it’s the planning
that’s important.”**

Dwight D. Eisenhower — 34th U.S. President



Issues Outside of Your Control

Availability and
performance of
providers

Internet routing

Troubleshooting
and support

How Can Organizations Plan for the Worst?

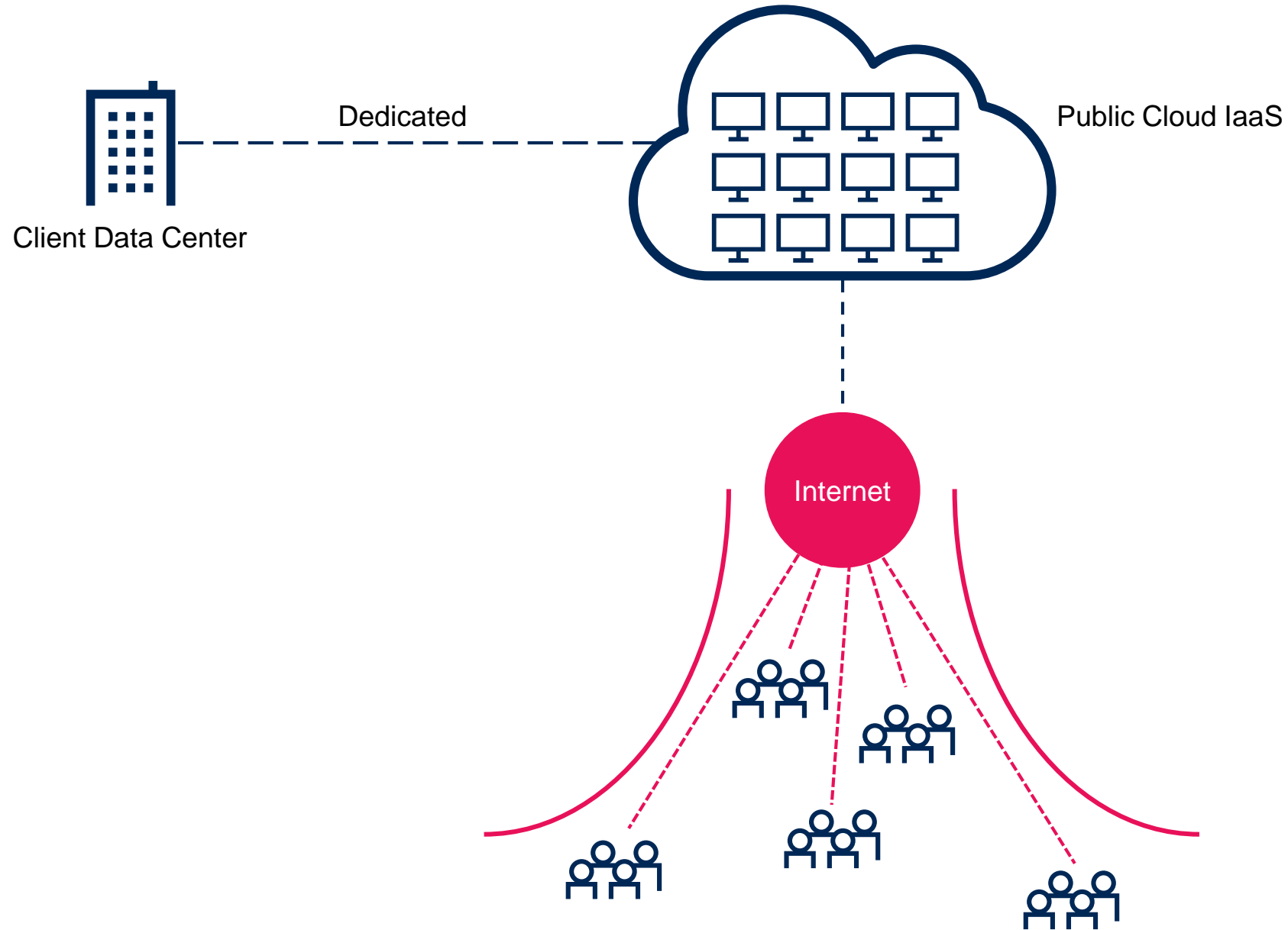


Colocation

Improvement
of existing
networks

On-demand
virtual
workplace

User work
shifts for
remote
access



The Home Office Is Key

Does the user have broadband?

Eliminate those who do not or devise a plan to have the organization pay for home broadband

Does the user have a PC (or Mac)?

Eliminate those who do not or prepare to supply loaner laptops

Use the Public Cloud for Rapid Infrastructure Deployments and Scalability Worldwide



Develop Your Work From Anywhere Strategy

Mark Lockwood

What to Use in a Pandemic

How to Connect

At the Office

- Compensate for restrictions placed on workers.
- Prepare for physical isolation of shared equipment.

Remote Access

- Understand VPN capacity limits and remediate.
- Estimate bandwidth utilization to determine required actions.
- Plan to accommodate situations outside of your control, such as ISPs and home Wi-Fi.

What to Use in a Pandemic

What to Use

Laptop Users

- Check and expand VPN capacity and licensing.
- Prepare for dramatic network implications of patching and updates
- Expand use of laptops as capacity allows.
- Allow for purchase of mice, monitors, etc. when necessary.

Virtual Desktop Users

- Utilize virtual desktops to reduce VPN and network strain, and to provide a better user experience.
- Revisit corporate policies on home computer use to enable virtual desktop use.
- Lock down copy/paste and file copying.

Other Options

- Use tablets and home computers for users who only need SaaS and web apps.
- Understand your app requirements: Almost all will need access to Windows apps at some point — find the ones that don't.

What to Use in a Pandemic

How to Work

Collaboration

- Anticipate significantly increased use of voice, video and IM technology.
- Supplement your on-prem collaboration tools with Slack or Zoom if out of capacity.
- Utilize existing SharePoint or similar platforms for real-time document collaboration.

Scheduling

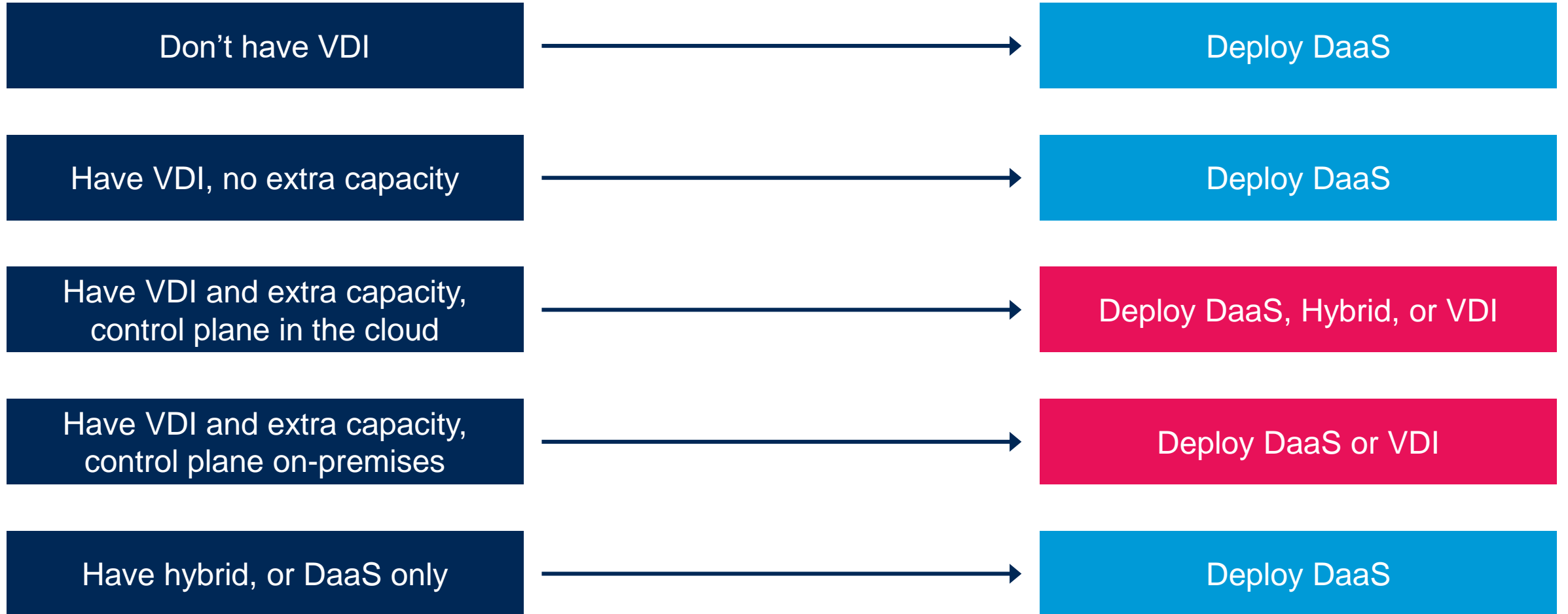
- Schedule users to work at different times of day to alleviate VPN and bandwidth constraints.
- Reduce the number of people required to work if scheduling cannot happen.
- Mitigate scheduled tasks consuming significant resources after hours.



Deploy DaaS or Expand Your VDI Environment



Choosing DaaS or VDI in a Pandemic Situation



Virtual Desktop Bandwidth — Pandemic Scenario

VDI

- Your virtual desktops all exist in your data center or colocation facility.
- Every user who connects must either use VPN or a DMZ security server to gain access.
- This will result in a dramatic increase in utilization of the VPN or security server.
- Bandwidth available for these connections — even with today's great protocols — must be accounted for.

DaaS

- Your virtual desktops exist outside of your company perimeter.
- Users connecting will utilize their home connection and go directly to the cloud provider.
- You now have a large group of Windows 10 machines in the cloud, calling back to your data center for resources simultaneously.
- Bandwidth between your data center and your cloud provider must be accounted for.

Testing Your Work-from-Anywhere Scenario

- Understand the effects of DaaS latency on your applications.
- Send a subset of workers from each major business area home for multiple days to hunt for issues.
- Ensure those workers utilize a cross-section of all of your work-from-home technologies: laptop/VPN, VDI, DaaS, personal devices.
- Create a survey for them to answer: What worked? What didn't? What took too long? What is missing?
- Adjust as needed, wherever possible, for the experience your testers had.
- Use the survey results plus extrapolation to inform your work scheduling decisions.



Wrap Up



Recommendations

- BC/DR planning for the coronavirus is different
- Understand the paradigm shift
- Focus on scalability
- Leverage the public cloud



Thank You!

