ADCA Implements

ITDR Process

Automation effortlessly with Perpetuuiti's Continuity Vault

Client Profile

The General Administration of Customs, Abu Dhabi is a governmental entity that aims to implement the customs policy prescribed by authorities. The supervision of goods export, import and re-export as well as the collection of customs duties assessed on goods in accordance with the laws and regulations of the authorities.

The General Administration of Customs has achieved a milestone by the establishment of the Abu Dhabi Customs Institute. Abu Dhabi Customs and The U.S. Immigration and Customs Enforcement signed a MoU that aims at providing technical assistance and consultancy in establishing and developing Abu Dhabi Customs Academy in Abu Dhabi.

Abu Dhabi Customs conducts several training courses ranking from local courses within Abu Dhabi Customs Institute to outside courses whether within UAE and abroad. In addition to that, the department sends staff to participate in international sessions conducted by the World Customs Organization (WCO) in order to create a good understanding of Customs concepts and modern techniques.

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Their Challenges

ADCA was recently split from the Department of Finance and their challenge (or better say that they got an opportunity) to implement all their policies and procedures afresh including policies and procedures around Disaster Recovery and Business Continuity management. They wanted an expert who will design their Disaster Recovery process and identify a tool that will keep this process reviewed and the most updated.

Problem Statement

- Lack of expertise in ADCA who can implement ITDR policies and procedures
- Manually management of the ITDR process would be cumbersome due limited resources in the client's IT department.

Technology Landscape

Initially the scope of the ITDR consulting project was limited to 30 applications however, as the consulting activity progressed, we noticed that there are interdependencies among these applications and hence during one of the discussions with ADCA IT Director, the scope of the consulting project was increased to 70 applications.

Once the consulting project was complete and the ITDR framework was prepared, this was then automated using Perpetuuiti's Continuity Vault, and one instance of CV has been hosted on the PR site of the client.

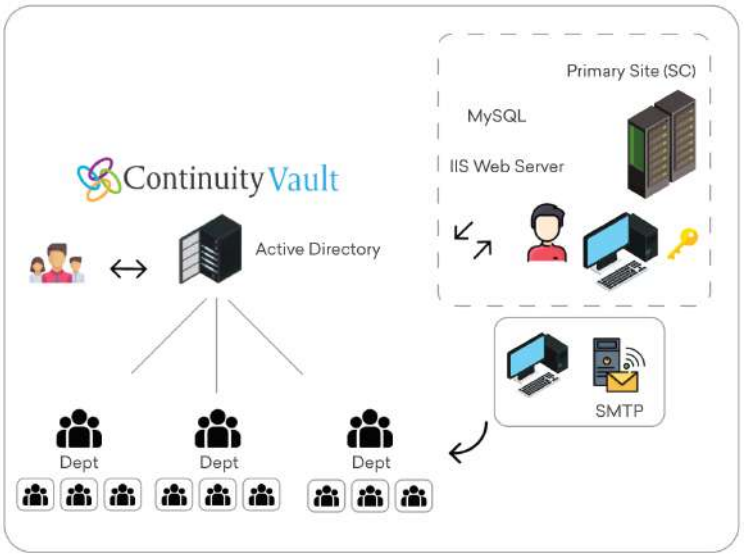
Solution Offered

We initiated the project with conducting consulting activity in which we identified/ prepared/ created the ITDR framework, conducted BIA, RA, recovery strategies, ITDR plan, etc. this information will be migrated with CV. CV went through the following customization to accommodate the templates and formats,

- Customizing BIA templates to automating BIA process from IT perspective.
- Customizing risk assessment information related to ITDR.
- Migration of the DR plans and runbooks in CV to be invoked for drills or during the actual disaster.
- Integration of CV with ADCA's SMTP and SMS gateways.
- Customization of CV to generate reports in a format used by ADCA.

Once the development is complete, ADCA will be presented with the bespoke copy of CV which will be signed off by ADCA. Deployment phase will be initiated post the sign off which will pave the way to UAT. ADCA teams will be trained on CV and then this team will conduct UAT. Once the UAT is signed off, CV will then be deployed in production. Go live phase will then be initiated during which ADCA goes live with CV.

Solution Architecture



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Benefits to Business

- ADCA now has an ITDR process which has been implemented. This process has also been audited.
- CV has significantly reduced the implementation time (duration) of ADCA's ITDR Program, thereby reducing the actual risk of not having a plan or not having an effective plan in the event of a disruption.
- Reduces ongoing administration time to manage planners, hierarchy and data changes by multiple hours per week.
- The amount of effort and resources required to build the methodology, define the references and hierarchies, templates, forms, libraries, and creating and managing the activities leading to an operational business continuity program can be a staggering endeavour. ITDR process automation with CV has minimized this effort significantly.
- Continuity Vault is one of the most comprehensive business continuity tool that allows organizations to effectively command, control and co-ordinate all business continuity capabilities. Hence complete life cycle of ITDR documentation is managed by ADCA using Continuity Vault.
- CV provides the ability to easily modify and update the dynamic organizational data as changes occur over time. This maximizes accessibility and minimizes the change management efforts to publish updates to the planner and recovery team members.
- ADCA now has a definable organizational hierarchy and locations' structure. When changes in the functional or geographic layout of the organization occur, the organization unit structure, locations and relationships will be able to be added, modified, moved or deleted. The reference data changes will automatically cascade and move with any data tied to this structure.

Key Outcomes

360 Degree view of the BCP integrated with external Eco-System.

Complete automation of the workforce management.

Complete timeline-based visual representation of the entire Process Plan.

READY FOR YOUR OWN SUCCESS STORY?

Get in touch with our automation experts and learn how you can fast-track your digital transformation initiatives.

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About Perpetuuiti

Perpetuuiti empowers people and businesses alike. We deliver the world's most-comprehensive and urbane automation platforms making work more human. Our platforms deliver leading-edge automation solutions for modernizing resiliency management, and turbocharging the performance of your applications, IT and business operations at speed and scale to drive exponential efficiencies.

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