

PROTECTING STUDENTS, INSTRUCTORS AND EDUCATION ORGANIZATIONS IN A CRITICALLY ACTIVE ONLINE LEARNING ENVIRONMENT

The COVID-19 pandemic has created a transformational shift in education, toward much more robust requirements for online learning. A leading education technology (EdTech) services provider needed to substantially bolster their business continuity and disaster recovery (BCDR) capabilities to meet evolving demands and sustain a safer, more effective operational environment for their partners. Propelex rebuilt their BCDR plan from the ground up, with new strategies, technologies, and processes up to the challenge of meeting their current (and anticipated) performance needs

DYNAMICALLY EXPANDING BCDR CAPABILITIES TO MEET EVOLVING NEEDS

The assessment process began with a business impact analysis, which revealed the Client lacked an enterprise-wide commitment to develop, staff, and support appropriate BCDR capabilities. This insufficiency was compounded by the critical strain their systems were experiencing due to their customers' accelerating need for online learning resources and capacity.

The Client's ability to manage risk and minimize business interruptions clearly had been outstripped by their current operational demands. They wanted a better set of solutions to:

- Protect data for students, instructors, and educational organizations
- Improve resiliency and reliability in an increasingly challenging operational environment
- Bounce back faster from disruptions and reduce risk of lengthy interruptions

EdTech

NAME UNDER NDA

OUR APPROACH

The project was initiated within the following approach:

1. Identify continuity requirements, using interviews with department stakeholders as a platform for necessary insights into operations, risk strategies, technology systems, compliance requirements, and more.
2. Document essential activities, resource requirements, and impacts of downtime.
3. Review technical documentation, to understand the current IT environment.
4. Identify and assess existing DR strategies and capabilities.
5. Compare BCDR goals with technical capabilities and make recommendations for additional technology solutions, including for compliance, remote workers, network connectivity, and machine learning/automation applications.
6. Document testing strategies and BCDR planning.
7. Review, finalize, and execute project activities.



PROTECTING STUDENTS, INSTRUCTORS AND EDUCATION ORGANIZATIONS IN A CRITICALLY ACTIVE ONLINE LEARNING ENVIRONMENT

There were additional critical questions that required resolution during the development and implementation process, including:

- If continued organizational growth is expected, what additional scaling capabilities are required of new BCDR solutions?
- Who will manage program efforts moving forward?
- How can BCDR contribute to an organization-wide continuous improvement initiative?

SUCCESSFUL SOLUTIONS DELIVERED

A new BCDR plan was developed and implemented:

- Build a Managed Services Team to manage the Client's BCDR function; this team has clear responsibility to initiate and lead continuity and recovery processes
- Add a process to alert affected users to issues and keep stakeholders informed of BCDR operations
- Adjust BCDR capabilities to be more dynamic and scalable in times of higher usage/risk, e.g. recognize that less resources are needed during summer or holiday periods, and more resources are necessary at the beginning or end of quarters/semesters
- Ensure BCDR function is not complex and sufficiently automated so the Client's limited IT resources would not be stretched far outside their core educational mission
- Update crisis management, business continuity, and IT disaster recovery plans, and ensure that student, instructor, and institution data is protected

The Managed Services Team is also available to contribute in ongoing roles, including incident response assistance and BCDR training.

MEETING CUSTOMER NEEDS

BCDR is becoming more and more critical for EdTech enterprises and their education partners. The shift to online learning makes these organizations especially reliant on technology solutions that can minimize the impact of disruptions and make recovery smoother, faster, and more effective.

Propelex has practical experience helping EdTech enterprises navigate BCDR challenges, with solutions capable of managing complex environments. If you are supporting learners and leaders in achieving their education goals, we can support you with BCDR services that ensure you're better prepared for the unexpected.

★ Experienced dedicated team to perform business continuity impact analysis

★ SaaS based solution to fully automate your BCDR activities and management

★ Training, Scaling, and assist in incident and disruption response

