

CASE STUDY

The Public Works Authority relies on Perpetuuiti to ensure disasters do not disrupt its vital customer services and uptime

About the Client

The Public Works Authority (the client organization) was established in 2004 and is responsible for the planning, design, procurement, construction, delivery, and asset management of all infrastructure projects and public buildings in Qatar.

The organization governs the design, construction, and management of major projects including roads, drainage systems, and public buildings such as schools, hospitals, and administrative facilities. In alignment with Qatar National Vision 2030, the Authority contributes significantly to the economic and social development of the State of Qatar, with projects serving ports, logistics and industrial areas, and local communities.

The Authority follows a strategic outsourcing and partnership model with leading local and international organizations to bring in the required capacity and capabilities, ensuring Qatar's infrastructure standards are on par with the most developed nations in the world.

With ambitious plans for the future, the Authority is committed to undertaking large-scale infrastructure development to support the country's socio-economic growth. Its contribution to sustainable economic and social development is pivotal to Qatar's long-term progress.

The Public Works Authority operates in alignment with a well-defined corporate strategy that outlines its direction and operational procedures to achieve its mission and vision, adopting global best practices in infrastructure development and management.



Their Challenges

Manual Disaster Recovery (DR) Drill Activities

The client was performing several disaster recovery drill activities manually, which were time-consuming and prone to errors. These activities included:

Switchover (Planned DR)

A controlled process of transferring the production environment to the DR site during DR drills or major maintenance activities at the primary data center. This may involve planned downtime while operations continue from the DR site.

Switchback (Planned Fallback)

A planned activity to revert operations from the DR site back to the primary site after the completion of DR drills or maintenance tasks.

Failover (Unplanned DR)

An unplanned activity triggered by a disaster, requiring immediate transition to the DR site to ensure business continuity.

Complexity of Manual Processes

Manual DR activities involved intricate, sequential steps with multiple validations, significantly increasing the time required to complete DR drills.

Dependency Challenges

The manual execution of DR drill activities creates a dense web of dependencies among stakeholders, requiring coordinated efforts to ensure success. This interconnectedness slows down operations and hinders efficiency. Adopting automation could reduce these dependencies and streamline the overall DR drill process, leading to faster and more reliable outcomes.

Visibility Concerns

In a large-scale infrastructure, it's crucial to maintain clear visibility for effective coordination during DR processes. Manual processes complicate this by requiring different stakeholders to execute tasks independently, leading to potential issues, if any are unavailable due to geographical constraints or other reasons.

Challenges with SO/SB/FO Processes

The manual approach to the Switchover, Switchback, and Failover (SO/SB/FO) processes increases the risk of errors and contributes to longer Recovery Time Objectives (RTOs). The need for substantial human intervention also raises the possibility of failure due to missteps or sequential script execution problems.

Lack of Real-Time Visibility

The absence of real-time visibility into the Recovery Point Objectives (RPOs) and RTOs across the entire IT environment creates uncertainty from a DR perspective. This also affects monitoring Business Service Availability during DR activities.

Dependency on SME Coordination

The success of DR drills relies heavily on the coordination and availability of Subject Matter Experts (SMEs), which can be challenging, especially if drills are conducted during off-peak hours. This dependency can create bottlenecks and slow down recovery efforts.

Absence of Automation

A lack of automation in the DR process necessitates significant manual effort, which can lead to inconsistencies, longer processing times, and a higher chance of human error. Automation could greatly improve efficiency and reliability in DR drills.

Limited Impact Analysis

The inability to conduct real-time impact analysis results in longer Mean Time to Recovery (MTR), as it is more challenging to identify and prioritize critical issues during DR drills.

Inability to Perform Parallel DR Recoveries

The current manual approach lacks the ability to incorporate parallelism in DR drill procedures. This limitation prevents conducting multiple recovery operations simultaneously and restricts the ability to perform pre-flight/sanity checks before DR drills.

Human Intervention in Conducting Recovery Drills

The dependence on stakeholder availability for conducting DR drills introduces significant human intervention, which slows down the process and increases the risk of errors during the execution of DR workflows.

Problem Statement

The Public Works Authority, with a large and complex IT infrastructure, required an automated solution to manage disaster recovery for 12 business-critical applications.

Existing DR processes were entirely manual, requiring extensive coordination between IT teams and application stakeholders for both planned and unplanned drills. This resulted in slow response times, dependency on key personnel, and a high risk of human error.

Additionally, the client required comprehensive IT Business Continuity consultancy, including Business Impact Analysis (BIA), Risk Assessment (RA), and a robust ITDR plan.

RTOs and RPOs were determined through discussions rather than real-time system insights. Activities such as server patching and updates were not centrally monitored, creating inconsistencies and vulnerabilities.

The client needed a solution that could automate DR processes, reduce dependencies, improve visibility, and enable efficient DR execution at any time.

Our Solution

Perpetuuiti deployed [Continuity Patrol™ 4.5](#) to implement end-to-end IT DR automation.

Centralized Monitoring and Dashboard

All in-scope applications were configured into Continuity Patrol™, enabling monitoring of infrastructure components across Primary and DR sites from a single dashboard, including Linux, Solaris, Windows, Oracle databases, and application services.

Comprehensive IT Business Continuity Consultancy

We provided our client with comprehensive consultancy services to ensure robust IT business continuity. This included defining the scope of ITDR, performing Business Impact Analysis (BIA) and Risk Assessment (RA), sharing BIA and RA reports, and developing detailed ITDR plans based on the results and reports from BIA and RA. The client received the following deliverables/ documents:

- Consolidated BIA sheet
- Consolidated RA sheet
- BIA and RA report
- ITDR plan

Continuous System Integrity Monitoring

Continuity Patrol™ continuously monitors infrastructure components at both the Primary and DR sites to ensure system integrity from a DR automation perspective. This included real-time checks for server availability, database status, and business service performance.

Real-Time Visibility into DR Readiness

Continuity PatrolTM offered real-time visibility into the DR readiness, and respective Recovery Point Objectives (RPOs) and Recovery Time Objectives (RTOs) for all configured business services, with automated notifications via email/SMS when deviations occurred. This proactive alert system kept stakeholders informed and enabled prompt response.

One-Click DR Automation

The PSE could now automate the entire Disaster Recovery process with a single click, leveraging Continuity Patrol's advanced monitoring capabilities. The solution provided both a Business View for high-level insights via the CxO Dashboard and a detailed IT View for granular information via the IT View dashboard.

Custom Workflow Automation

Continuity PatrolTM enabled the client organization to create custom workflows that automated various tasks, including pre-flight/post-flight checks, application services, database services, and network-related activities (like DNS modifications). This comprehensive automation reduced the need for manual intervention and minimized the risk of human error during DR processes.

Reduced Recovery Time Objectives (RTOs)

With the capability for parallel workflow execution, the client significantly reduced RTOs, allowing faster and more efficient recovery operations.

Effective Management of Application Interdependencies

By configuring application interdependencies within workflows, our client managed dependencies during the recovery process, leading to a smoother overall recovery experience.

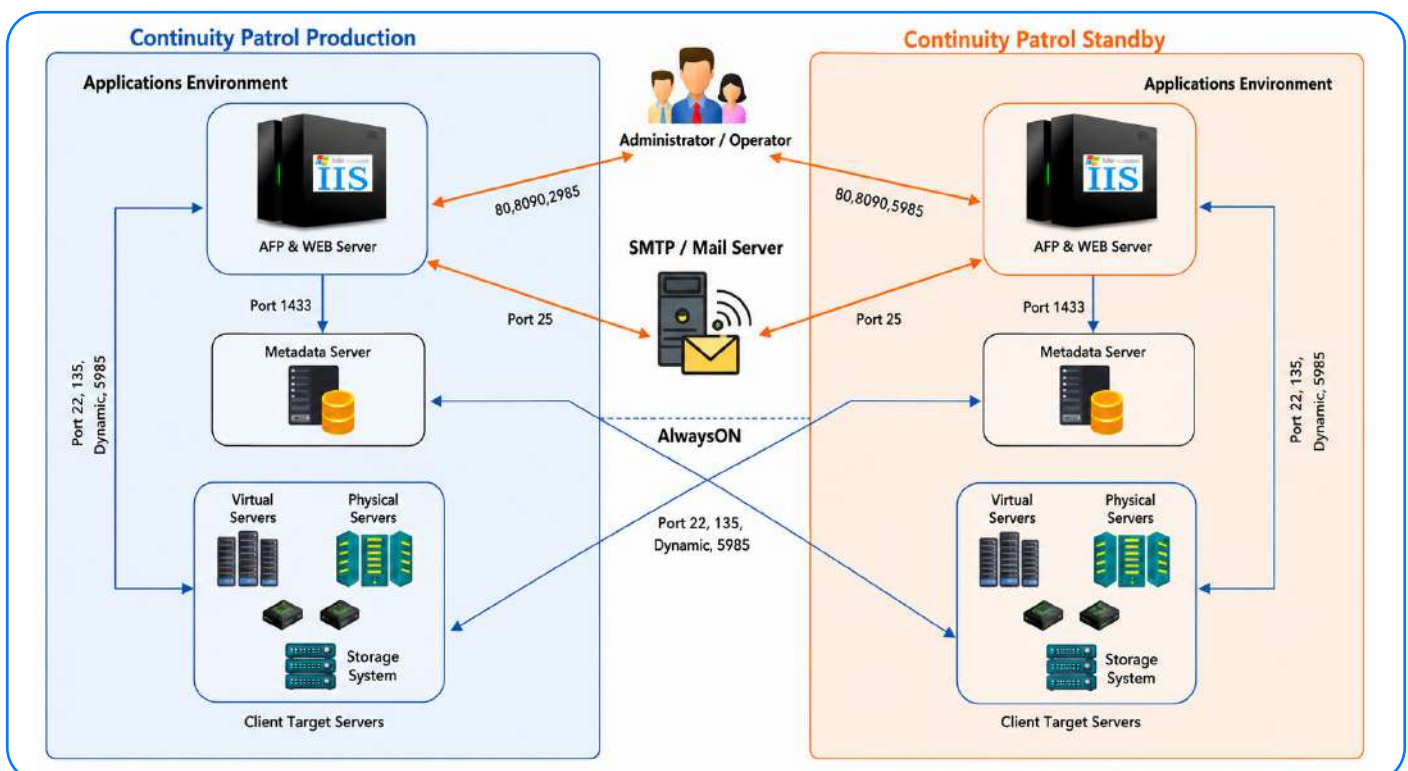
Runbook Development through ITDR Consultancy

Our ITDR consultancy included developing runbooks for each of the 12 business applications in scope, providing the client with a clear and structured approach to DR drills and recovery processes.

Solution Diagram

Continuity PatrolTM has been strategically deployed to ensure optimal disaster recovery (DR) readiness and resilience for the client organization. The system is hosted as an active instance within the DR datacenter, providing continuous monitoring and automation capabilities for disaster recovery activities. This primary setup ensures that critical DR processes are managed and controlled from the designated recovery site.

Additionally, an inactive instance of Continuity PatrolTM is maintained at the Primary datacenter.



Technology Landscape

- 12 Applications
- 110 Databases
- 119 Application/Web VMs
- MSSQL Always ON
- Oracle Database Dataguard and Golden Gate
- VMWare Virtualization
- rSync
- Veritas Storage
- vCenter vSphere UI Automation

Results And Benefits To Business

Automation of Manual Procedures

The manual procedures for over 10 in-scope applications have been successfully automated. This shift from manual to automated processes has reduced the time and effort required to execute disaster recovery (DR) activities, while also minimizing the risk of human error.

Development of Runbooks

Comprehensive runbooks have been prepared for each application, providing detailed guidance on DR procedures. These runbooks ensure that all stakeholders have clear instructions on the steps to take during switchover, switchback, and failover events.

Successful Switchover, Switchback, and Failover

The switchover, switchback, and failover processes for all in-scope applications have been completed successfully. This achievement demonstrates the effectiveness of the automated workflows in managing planned and unplanned DR activities.

Creation of Automated Workflows

Switchover, switchback, and failover workflows were designed and implemented to ensure smooth transitions during DR drills or actual events. The workflows cover a comprehensive range of activities, including pre-flight and post-flight checks, ensuring seamless operation with minimal human intervention.

MS SQL Workflow Configuration and Execution

Continuity Patrol™ successfully configured automated workflows for switchover, switchback, and failover for Microsoft SQL Server databases. The workflows were designed to handle various DR

scenarios efficiently, ensuring a smooth transition between the primary and disaster recovery sites. These workflows were tested, and successful switchover and switchback operations were carried out, demonstrating the system's reliability and effectiveness.

Oracle Workflow Configuration and Execution

Similarly, automated workflows for switchover, switchback, and failover were configured for Oracle databases. These workflows address the unique requirements of Oracle environments, providing a seamless and efficient transition process during DR drills or actual recovery scenarios. The successful execution of switchover and switchback operations for Oracle databases underscores the robustness and flexibility of Continuity Patrol™ in managing a variety of database environments.

MS Exchange Workflow Configuration and Execution

Successfully configured workflows for switchover, switchback, and failover for Microsoft Exchange databases. This automation capability ensured seamless transition and recovery during DR drills or real-life failover situations. The workflows were designed to minimize downtime and maintain the integrity of Exchange-related services, contributing to smoother communication continuity.

Application Services Workflow Configuration and Execution

Automated workflows for switchover, switchback, and failover were also configured for the application services within the scope of this project. This included various business-critical applications that required reliable disaster recovery operations. The successful execution of these workflows for both switchover and switchback demonstrated the robustness and adaptability of the solution in handling complex application environments.

Monitoring of Application and Database Services

Continuity Patrol™ provided comprehensive monitoring capabilities for application and database services. This constant surveillance ensured early detection of issues and allowed for proactive measures to maintain service continuity. The monitoring tools enabled the client to keep track of the health and performance of key services, thus contributing to the overall reliability and efficiency of the disaster recovery process.

Integration with Hypervisor Platforms

Continuity Patrol™ has been integrated with leading hypervisor platforms, including VMware and vSphere, allowing the client to manage virtualized environments effectively.

Replication Solutions Monitoring

The platform provides real-time monitoring of data replication, ensuring consistent data synchronization between primary and disaster recovery sites.

Reduced SME Dependency

With automated workflows for Switchover, Switchback, and Failover (SO/SB/FO) drills, the need for SMEs to be physically present during DR operations is significantly reduced.

Automated SO/SB/FO Drills

Continuity PatrolTM has automated the SO/SB/FO processes, requiring minimal human intervention. This automation not only reduces the likelihood of human error but also speeds up the execution of DR drills, ensuring a more rapid and reliable response during planned and unplanned events.

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Unified Dashboard for Real-Time Monitoring

The platform provides a unified dashboard that gives the client instant visibility into the entire IT environment. This dashboard displays business service availability and real-time metrics for Recovery Point Objectives (RPOs) and Recovery Time Objectives (RTOs). With this centralized view, stakeholders can monitor the status of disaster recovery operations and quickly respond to any issues that arise.

Streamlined Resource Coordination

Continuity PatrolTM reduces manual effort by automating resource coordination during disaster recovery (DR) operations. Alerts, information, and updates are automatically sent to stakeholders, ensuring a smooth and efficient recovery process.

Optimized Recovery Time Objectives (RTO)

Automated and parallel execution of DR drills, with the flexibility to add logical constraints, enables optimized RTO. The orchestration of DR procedures is more efficient, reducing recovery times.

Business Service Continuity and Availability Management

Continuity PatrolTM automates key aspects of business service continuity, ensuring consistent service availability during DR drills and recovery operations.

Unique Features for DR Automation

- Pre-flight / Sanity Checks
- DNS/NAT Automation
- Password Change Management
- Out-of-the-box and Custom ISO-compliant Reports

1-CLICK RECOVERY
INVOCATION

UPTO
80% REDUCTION
IN RTO

50% REDUCTION IN
OPERATIONAL COSTS



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.

For more information, visit www.ptechnosoft.com