

## ***Lucent Technologies Business Continuity / Disaster Recovery Program***

When the news of the attacks on the World Trade Center and the Pentagon came in on September 11, 2001, Lucent Technologies program managers for each of the major telecom customers in the New York/Washington, D.C., area were in contact, beginning the arduous process of support and recovery for one of the worst disasters in the history of the world.

The advanced disaster recovery planning that had been put in place for such an unthinkable event gave the customer emergency center teams, led by a certified program management staff, a map to guide them through the days ahead. This well-developed plan enabled effective industry response to the September 11 disaster. The impact of the disaster recovery process was demonstrated in the success in restoring the communications network in New York City and Washington, D.C.

Since September 11, the organization has continued to fold into its disaster recovery plans the learning's from the respond, restore, and recovery activities. The team has continued to re-shape its strategy, structure, and way of doing business through an ongoing optimized process. As a result of this continuous process refresh, the company is positioned as a true global supply chain with the ability to leverage resources and capabilities between regions in a standardized manner. The company is better prepared to respond to disasters than it was two years ago. This was evinced during disaster recovery projects when the company provided support to telecommunications customers throughout the North America during the Northeast blackout in 2003 and to East Coast customers during the onslaught of Hurricane Isabel later the same Year followed by Katrina and Rita disruptions.

Companies can learn from this example, and plan, implement and test an effective Business Continuity Plans that will benefit Operations and NOT with an intention to satisfy internal and external auditors – who many a time may not have a clue about the technology spaghetti- .

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