

THE IMPORTANCE OF DATA PROTECTION IN THE PUBLIC SECTOR

BUSINESS VALUE WHITEPAPER

Double-Take Software sas

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Abstract

Working in the public sector you know that staying compliant is a constant tug-of-war between resources and regulation. Acting responsibly and ensuring that your company avoids fines, brought on by non-compliance, means staying on top of regulatory legislation. This paper looks at some of the regulations imposed on the public sector and discusses their implications.

33% of storage management executives list security and data replication as critical

Introduction

The Advent Of Change

For the past decade, the public sector has been driven by the need to develop electronic forms of 'government', from information provision through to citizen management. This has caused a huge investment in e-business services and the data collection practices many of these systems create, rely on or interact with - locally or as part of an extended network of services provision and/or providers.

A substantial part of the e-government investment is the management of the data that now drives e-gov itself; this falls under the framework for Information Assurance (IA). Information Assurance is a policy and guidance framework through which electronic government progresses - everything from the development, procurement, provision and maintenance of governmental (both central and local) services. IA drives to implement policies and tools to enable and assure the availability, integrity and confidentiality of e-Government services, having particular focus upon identity registration, enrollment and authentication processes, which underpin access to these services. IA also aims to protect, and offer integrity for, private information of citizens and organisations - and hopefully promotes trust between service providers and citizens in the provision and delivery of a better form of government.

As a policy, it is still in its evolutionary stage, implemented more through best practice rather than Cabinet direction and practical commonsense rather than legislation. A consultation period has been underway since December of 2006 and concluded in March 2007. The results are being crystallised into a better way to govern policy for local authorities and central government alike.

The nature of government is real-time. It simply doesn't stop and is now so de-centralised that it is managed, supported and administered by many individuals and service providers. It does not stay with direct local government services and it is compared to extended care such as health. The data that is exchanged needs to be secured, managed and authenticated if error, duplication or fraudulent activities are to be reduced or eliminated. The only way government, local authorities and service providers - whether contracted or direct employees - may manage and freely act within this environment is if the data is managed through an on-demand environment - a data-on-demand environment. Here, data replication and control is assured with data currency maximised.

What is Data-On-Demand?

Put simply, your data is replicated to the very last key click that has occurred in your business - not a backup of the day before and not as costly or risky as disk mirroring. The principle of data-on-demand means that your data is actively stored as you work in a place of your choosing and as part of either your business continuity policy or disaster recovery programme.

In the event of a crisis, you are protected - as the last key click will have been recorded prior to the event so your data is as current as it is physically possible under such circumstances. Data assured, data protected and more importantly referential integrity maintained permitting you to switch to alternative systems knowing your data is correct for business use. No mis-information, and no data redundancy.

The Implications Of Data-on-Demand

An Approach To e-Government Services

This approach has been promoted since 2005. The Information Assurance will form part of this grander plan, which focuses on citizens' needs and enables them, via the internet, to co-ordinate delivery channels to their own needs. It is hoped that as a local authority you will benefit from improved planning, delivery, management and skills/governance of the services you provide. Citizens, in turn benefit from a better value of government. It is based upon a shared services approach for both front and back-office activities of government. This shared services approach is measured and monitored to deliver efficiencies and better 'joint-working' across government functions and departments through standardisation, simplification and information sharing.

This requires a data management policy that is equally based upon a shared services model. The only way to maintain a shared services model in this circumstance is to complement it with a data-on-demand policy. Data is too often exchanged for batch environments. Other technologies will only offer reflective data integrity, which is historic and may be some steps behind in its application or transactional use.

- With Double-Take, you will have 24x7 access to critical data and applications. The patented Double-Take failover technology ensures that your data is always accessible when it is needed.

IA Risk Management And Accreditation Of Information Systems

The e-Government IA framework is designed to be applied in conjunction with other government guidance on IA, particularly HMG Infosec. It is also to be aligned with the office of government commerce guidance on risk management and the International Organisation for Standardisation (ISO). Here, a local authority is required to ensure an appropriate level of assurance is provided to protect citizen identity, there is easy access to services, that there is confidentiality in the data store and that integrity is maintained and consistent in the data that is stored.

Six service characteristics have been defined with the proposed IA framework covering off identity registration, client enrolment, authentication, confidentiality, integrity and availability. There is a requirement within the future legislation that a set of counter measures be in place to manage infringement or crisis.

The only way real integrity can be maintained is through real-time replication of data as and when it is entered and secured in the event of a crisis.

- With Double-Take Data access is assured. You can rely on the fact that your data is continuously being protected and will be immediately available in the event of a crisis.

Healthcare Compliance And Governance Policies - HIPAA

There are many rules in the HIPAA regulations that UK healthcare providers are beginning to adopt from the USA. As a regulatory framework, the Health Insurance Portability & Accountability Act has little of the US penalties ranging from fines through to imprisonment as yet, but as guidelines and a way forward for best practice they are being adopted. The latest revision of the final security rule within HIPAA now covers the administrative, technical and physical security measures that covered entities are required to take with regard to electronic storage and transmission of protected healthcare information. As with the UK's NPP guidance, this extra level of compliance works hand in hand. HIPAA's Final Security ruling will provide general principles and an implementation process to manage and ensure the confidentiality, security and integrity of data that is stored electronically or transmitted as healthcare information. As with NPP, if you adopt HIPAA you will be required to provide administrative, technical and physical safeguards for this data whether it is personal, clinical healthcare or any other form of service provision information. In this framework the term 'electronic media' means all forms of data storage, the media used to exchange the data, and the physical movement of data such as data sticks, person to person and faxes.

With this environment, data is continually changing, being amended and replicated. There is only one way in which HIPAA can be managed with this Final Rule amendment. That is, to develop a data-on-demand policy where data replication is real-time, secure and managed in a

real-time data management policy.

- Double-Take can fulfil the backup, disaster recovery and emergency mode operations that are required for HIPAA security implementation. Double-Take is a real-time data replication and failover application that augments an existing network environment by providing a data protection mechanism that has minimal impact on users or network resources.

CSIA Compliance

The IA framework will recognise that third-party support is needed for the service provision of e-government and the rollout of IA. It encourages the use of normal commercial technologies and techniques to ensure that services are both accessible and secure.

With the Information Assurance framework now looming, a data-on-demand policy will help all local authorities and central government alike, present data replication in time of a crisis as current as the last transaction, enabling transformational government tools to continue and function regardless of circumstance or crisis - London bombing scale or simply lease line failure. Can you really afford to be without data? Are you waiting for the unexpected to happen? Don't leave it to chance.

Solution

Double-Take® Software empowers you with the most advanced data replication and failover solutions for complete data protection. Double-Take replication technology reduces the window for data loss, is more efficient than tape, and less costly than tape or other replication solutions. Because Double-Take replicates data in near real-time, an up-to-the-second copy of data is always available on the back up server.

Double-Take also uses unique compression and bandwidth throttling features that allow an administrator to control the amount and timing of bandwidth used for backup. Double-Take can utilise existing infrastructure and is hardware agnostic; there's no large investment or hidden costs standing between you and better backups.

Double-Take allows for the complete recovery of any Microsoft Windows application and the data associated with it within minutes. Many Double-Take Software customers replicate their data across continents and oceans to provide nearly instantaneous recovery regardless of the cause of the outage. It combines continuous real-time data replication and automatic failover capabilities for disaster recovery, high availability, and centralised backup of applications. The real-time protection of Double-Take provides a Recovery Point Objective (RPO) usually measured in seconds.

Summary

Data-On-Demand, It's The First Stage In Your Business Continuity.

In just a few short examples we have shown how the finance industry is now more regulated, reported, scrutinised and measured than perhaps any other industry. The data requirements to manage this scrutiny are huge as the implications of failing to report can result in closer, not just penalties or fines. As part of any business continuity policy this reporting demand has to be built into compliance, governance and adherence plans. Can you afford to be without data? Are you waiting for the unexpected to happen? Don't leave it to chance.

About Double-Take® Software

Headquartered in Southborough, Massachusetts, Double-Take® Software (Nasdaq: DBTK) is a leading provider of affordable software for recoverability, including continuous data replication, application availability and system state protection. Double-Take Software products and services enable customers to protect and recover business-critical data and applications such as Microsoft Exchange, SQL, and SharePoint in both physical and virtual environments. With its unparalleled partner programs, technical support, and professional services, Double-Take Software is the solution of choice for more than ten thousand customers worldwide, from SMEs to the FTSE 500. Information about Double-Take Software's products and services can be found at www.doubletake.com.

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