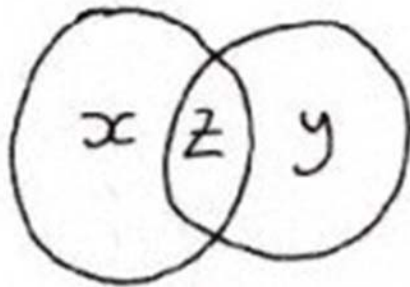


Down and Out - How Long is Your Recovery Time?

**Brian Flaherty,
Assistant University Librarian (IT),
The University of Auckland Library,
New Zealand**

b.flaherty@auckland.ac.nz



x: full of ideas

y: full of shit

z: full of shit ideas

The University of Auckland



New Zealand's largest university

Highest ranked research university in New Zealand

Universitas 21/APRU Partner



The University of Auckland



- 24,600 Undergraduate students
- 5,500 Postgraduate students
- 10,450 Staff – academic & general including 250 Library staff

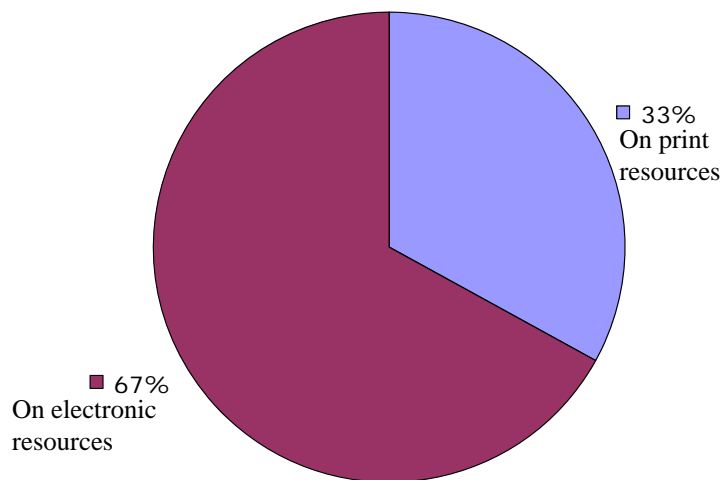
University of Auckland Libraries

- 13 subject libraries with a variety of seating and computer spaces
- Most extensive library system in NZ
- Ranks alongside top five Australian university libraries

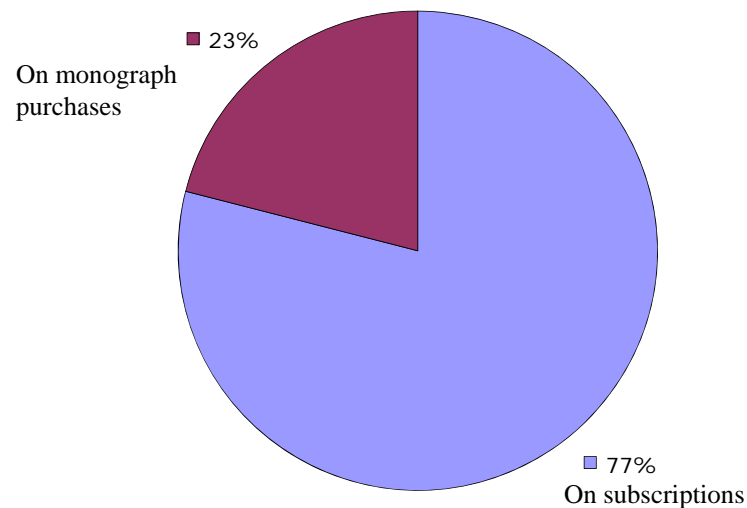


Budget – Resources – NZ\$17.6m

Electronic & print resources
2008

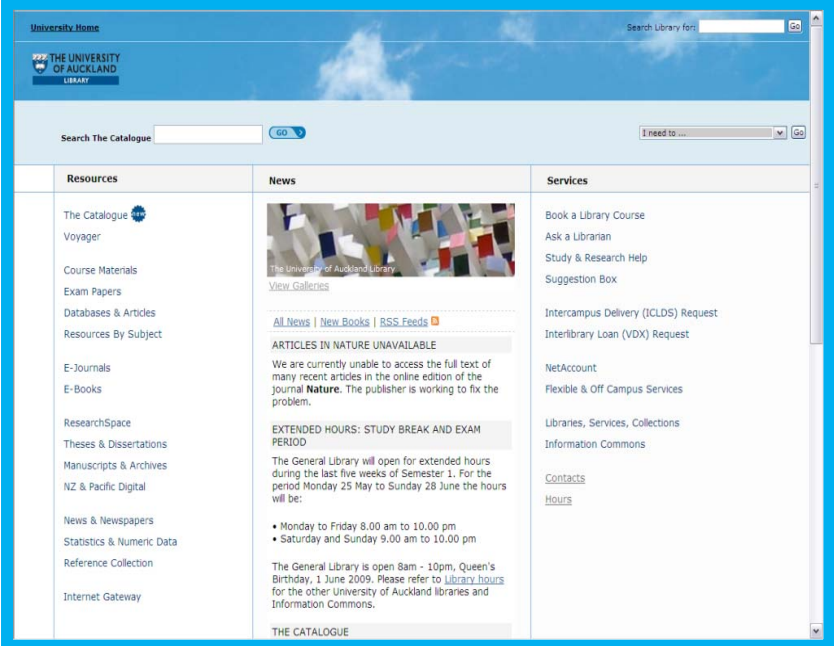


Subscriptions & monograph purchases
2008



Our Electronic Resources

- 790+ network databases
- 79,000+ electronic journals
- 313,000+ electronic books
- 9,000+ electronic course readings




The screenshot displays the University of Auckland Library website. At the top, there is a navigation bar with the university's name and logo, and a search box labeled "Search Library for:". Below this is a main search area with a "Search The Catalogue" input field and a "GO" button. The page is organized into three columns: "Resources", "News", and "Services".

Resources

- The Catalogue
- Voyager
- Course Materials
- Exam Papers
- Databases & Articles
- Resources By Subject
- E-Journals
- E-Books
- ResearchSpace
- Theses & Dissertations
- Manuscripts & Archives
- NZ & Pacific Digital
- News & Newspapers
- Statistics & Numeric Data
- Reference Collection
- Internet Gateway

News


The University of Auckland Library
[View Galleries](#)

[All News](#) | [New Books](#) | [RSS Feeds](#)

ARTICLES IN NATURE UNAVAILABLE
We are currently unable to access the full text of many recent articles in the online edition of the journal **Nature**. The publisher is working to fix the problem.

EXTENDED HOURS: STUDY BREAK AND EXAM PERIOD
The General Library will open for extended hours during the last five weeks of Semester 1. For the period Monday 25 May to Sunday 28 June the hours will be:

- Monday to Friday 8.00 am to 10.00 pm
- Saturday and Sunday 9.00 am to 10.00 pm

The General Library is open 8am - 10pm, Queen's Birthday, 1 June 2009. Please refer to [Library hours](#) for the other University of Auckland libraries and Information Commons.

THE CATALOGUE

Services

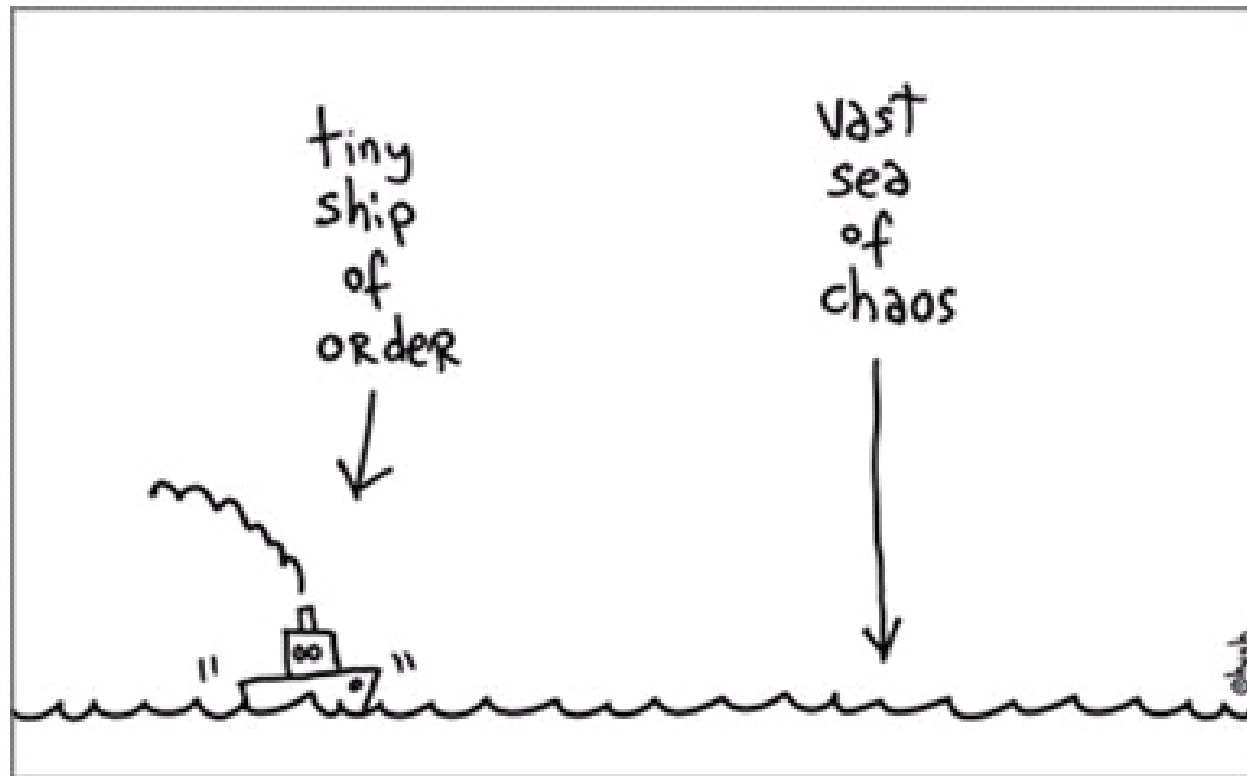
- Book a Library Course
- Ask a Librarian
- Study & Research Help
- Suggestion Box
- Intercampus Delivery (ICLDS) Request
- Interlibrary Loan (VDX) Request
- NetAccount
- Flexible & Off Campus Services
- Libraries, Services, Collections
- Information Commons
- [Contacts](#)
- [Hours](#)

**If our electronic resources are down
the Library is down...**

The Library is used 24x7

Library Web Site
Voyager

WHERE WE STARTED



LIBRARY WEB 1996-2009



The University of Auckland
LEARN
Library Electronic Academic Resources Network

- DESKTOP DATABASES
- SUBJECT ACCESS TO ELECTRONIC RESOURCES
- ALPHABETICAL LIST OF LIBRARY RESOURCES
- AUCAT
- UNIVERSITY OF AUCKLAND
- WHAT'S NEW
- HELP FOR NEW USERS
- LIBRARY SERVICES
- GENERAL INTERNET RESOURCES
- INTERNET SEARCH
- OTHER LIBRARIES
- QUICK REFERENCE COLLECTION
- ELECTRONIC JOURNALS

[LEARN Statistics](#)

Comments and suggestions to
b.flaherty@auckland.ac.nz
Last updated: 5 June 1997



Library Electronic Academic Resource Network
LEARN
The University of Auckland Library : Te Tumu Herenga

Voyager
the Library Catalogue

Databases A - Z

Resources by Subject

Internet Gateway

[Text Version](#)



Libraries and Collections
at the University of Auckland

Document Delivery

Instructional Services

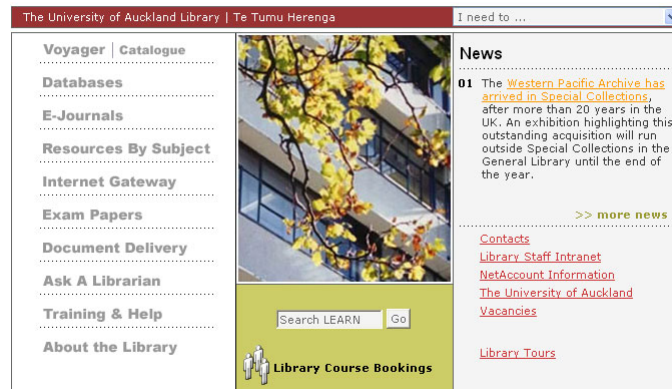
What's New

Updated 1 March 1999

[Search](#) | [People](#) | [University of Auckland](#) | [Help](#) | [SiteMap](#) | [Comments](#) | [Forms](#)

LEARN

Library Electronic Academic
Resources Network



The University of Auckland Library | Te Tumu Herenga

I need to ...

- Voyager | Catalogue
- Databases
- E-Journals
- Resources By Subject
- Internet Gateway
- Exam Papers
- Document Delivery
- Ask A Librarian
- Training & Help
- About the Library

Search LEARN Go

Library Course Bookings

News

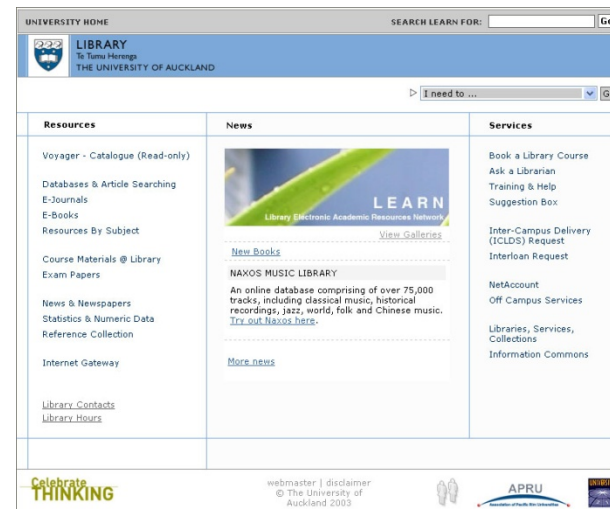
01 The [Western Pacific Archive](#) has arrived in Special Collections, after more than 20 years in the UK. An exhibit highlighting this outstanding acquisition will run outside Special Collections in the General Library until the end of the year.

>> more news

[Contacts](#)
[Library Staff Intranet](#)
[NetAccount Information](#)
[The University of Auckland](#)
[Vacancies](#)
[Library Tours](#)

text-only


  Suggestion Box



UNIVERSITY HOME SEARCH LEARN FOR: Go

LIBRARY
Te Tumu Herenga
THE UNIVERSITY OF AUCKLAND

I need to ... Go


Resources	News	Services
<p>Voyager - Catalogue (Read-only)</p> <p>Databases & Article Searching</p> <p>E-Journals</p> <p>E-Books</p> <p>Resources By Subject</p> <p>Course Materials @ Library</p> <p>Exam Papers</p> <p>News & Newspapers</p> <p>Statistics & Numeric Data</p> <p>Reference Collection</p> <p>Internet Gateway</p> <p>Library Contacts</p> <p>Library Hours</p>	<p></p> <p>View Galleries</p> <p>New Books</p> <p>NAXOS MUSIC LIBRARY</p> <p>An online database comprising of over 75,000 tracks, including classical music, historical recordings, jazz, world, folk and Chinese music. Try out Naxos here.</p> <p>More news</p>	<p>Book a Library Course</p> <p>Ask a Librarian</p> <p>Training & Help</p> <p>Suggestion Box</p> <p>Inter-Campus Delivery (ICLDS) Request</p> <p>Interloan Request</p> <p>NetAccount</p> <p>Off Campus Services</p> <p>Libraries, Services, Collections</p> <p>Information Commons</p>

Celebrate THINKING


webmaster | disclaimer
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APRU

Implementation of Voyager in 1998



Te Mahuhu Ki Te Rangi





VOYAGER

Te Tumu Herenga | The University of Auckland Library Catalogue

Main Voyager Search List
Guided Keyword Search
Course Material Search
Patron

Intercampus Delivery From Inside Voyager
The Intercampus Library Delivery Service (ICLDS) is now available from Voyager. If you want an available item from another campus select the title on Voyager and then click on the 'Recall / Intercampus' button to place your request.

Voyager - the Library Catalogue
This catalogue describes material held in the University of Auckland Library system.

Voyager Tutorial - Te Punga
Te Punga is an interactive graphic novel that follows three students with an assignment, learning to use the Library and its Voyager catalogue. You can also access the online Enquiry Desk for quick access to explanations and examples of particular concepts.

General Library Theses Booking Form
An online booking form for theses held in the General Library is now available on Voyager. Please click on the 'General Library Theses Bookings' button.

Te Puna - NZ Catalogue
The catalogue of the National Library of New Zealand and includes: the National Bibliographic Database; Index New Zealand (journal index); and He Puna Kupu Maori, a Maori thesaurus.

Te Mahuhu Ki Te Rangi
"Te Mahuhu ki Te Rangi" was built by Ngati Whatua ki Orakei for the 150 year Waitangi Celebrations in 1990. Built from laminated kahikatea, it measures 37 metres (120ft) long, 2.7 metres (9 ft) wide and can carry 140 kaihoe. It was named after the original migration waka which bought Ngati Whatua (Kaipara/Auckland) to Aotearoa.

>> more

Voyager Tutorial

Voyager courses

General Library Theses Booking

EndNote For Voyager

Library

New Books

Library Hours

Library Maps

UoA E-Journals

UoA E-Books

Lending Policy

Lending FAQ

Interlibrary Loan (VDX) request

Te Puna

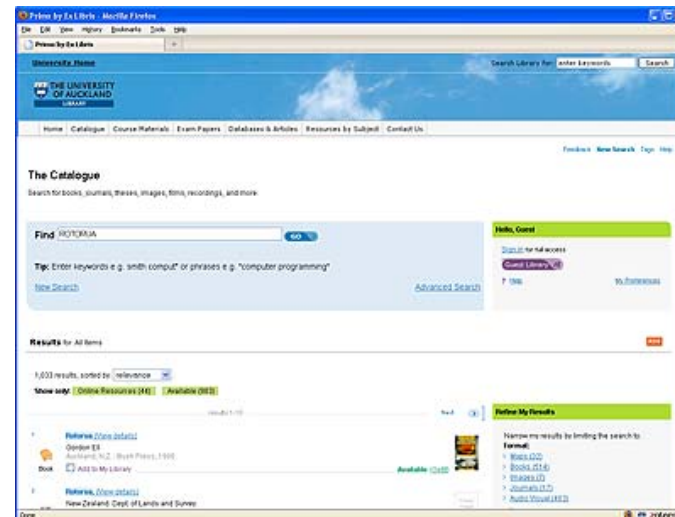
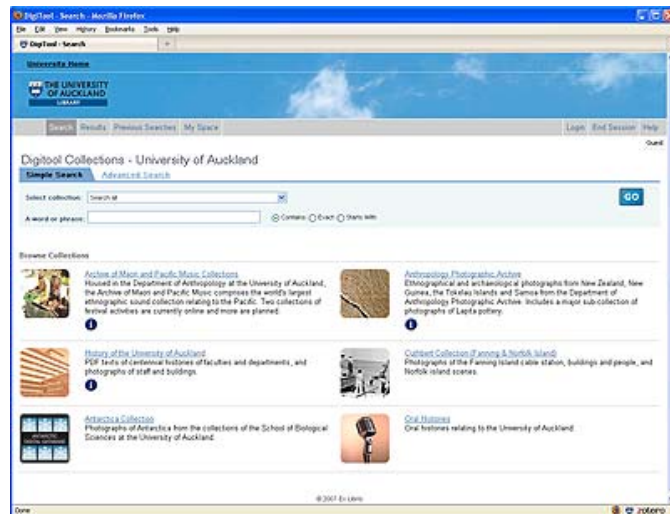
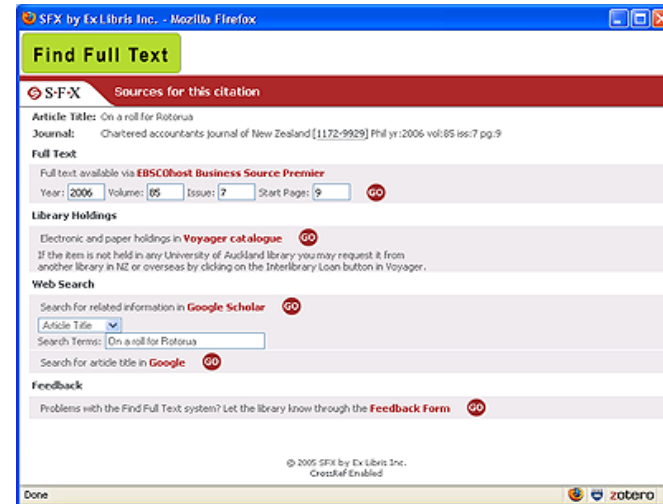
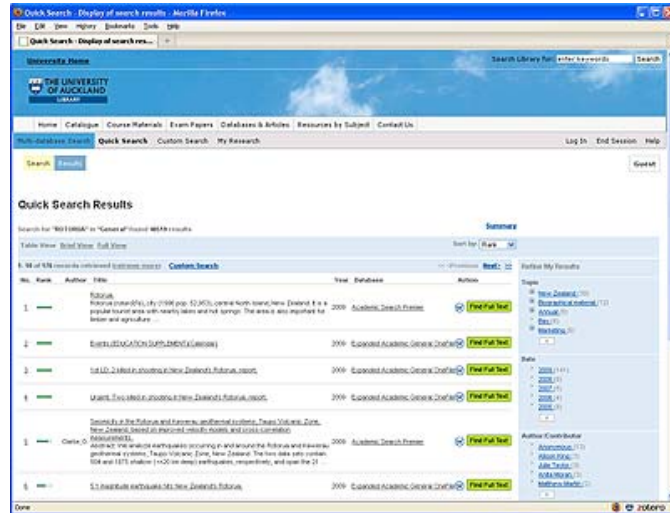
Other Libraries

LEARN | Contact | Suggestion Box | Subject Librarians | The University of Auckland

Sun Fire™ E25K Server



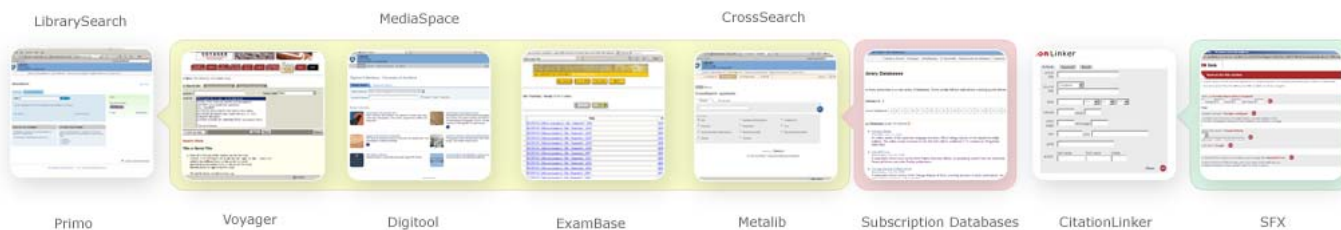
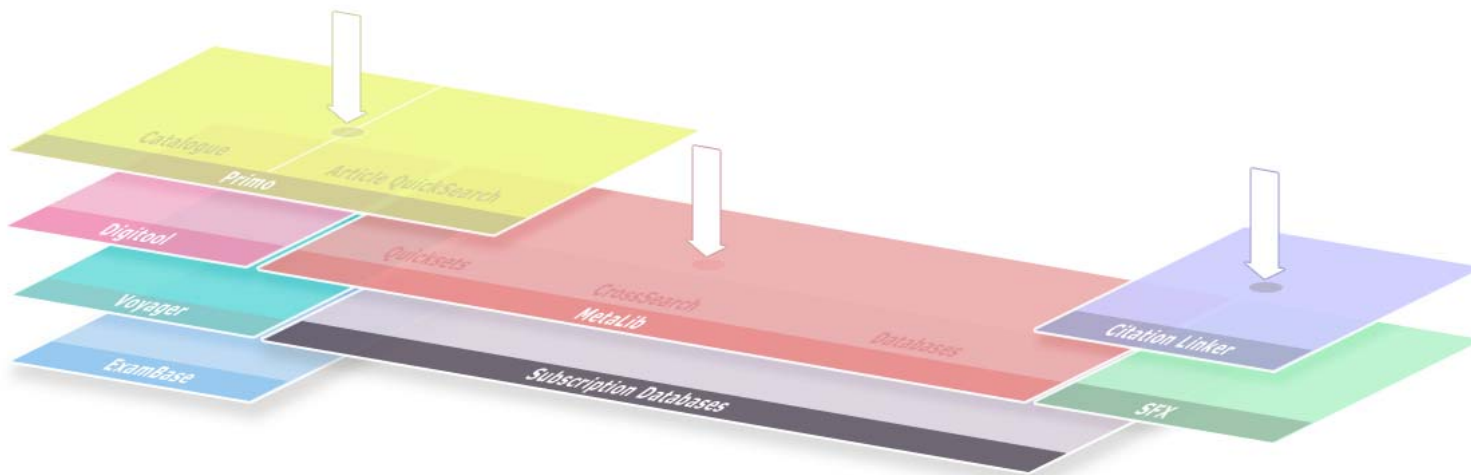
Followed by...



Fitting the pieces together

Primo / Metalib Search Stack

Arrows indicate an application that can search down through the stack



Unique Communities and Peoples – Kyaka 1955



[Previous Record](#)

[Next Record](#)

[New Search](#)



Record 12 of 42

Record ID: 7149

Image No:

AG/AG_003



Title: Saint Stephen at Jerusalem

Relation:

Date: 1514 [ca.]

Creator: Carpaccio, Vittore, 1455?-1525?

Contributor: Not applicable

Gender: Male

Relation: Not applicable

Description: painting, 148 x 194 cm, Musée du Louvre. A European (Italian) 16th century painting.

Style/Period/Movement: High Renaissance, Cinquecento

Place Depicted: Asia, Israel, Jerusalem, Jerusalem

LC Subject Headings: Stephen, Saint, d. ca. 36 | Architecture in art | Crowds in art

Other Headings:


Paper Number:

Slide Test: Not applicable

nzepc essays & interviews archive soundz poems nz file authors
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Brian Turner Capital of the minimal

Bio | Bibliography | Poems




special menu

Cup of Tea 3d Pot of Tea 4d
 Remus Cup of Tea 4d
 Cup of Coffee 3d
 Cup of Chocolate 4d
 Glass of Milk (Hot or Cold) 3d
 Sandwiches 1d
 Bread & Butter 4d
 Buttered Bun 4d
 Buttered Slice 3d
 Crumpets (Sweet) 3d
 Hot Buttered Toast 3d
 Baked Beans on Toast 6d
 Station on Toast 6d
 Spaghetti on Toast 6d
 Any of these with Bread & Butter, Tea or Coffee 3d
 Pie 3d
 Cornish Pasty 3d
 Fishes with Bread & Butter, Tea or Coffee 4d
 Steak & Kidney Pudding 4d
 With Bread & Butter, Tea or Coffee 3d
 Hot Dog & Coffee 6d
 Bowl of Tomato Soup and Toast 6d
 Club Sandwich 3d
 Ham-on-Cheese on per drink
 Hot Sandwiches 1/2d each
 Potato Pie 3d
 Poached Egg on Toast 1d



the spotted dog

Written on Gold
 When I am asleep from his flame
 And in my fast desire
 I shall find every coffee on
 Pass-cakes for a fire
 Flame shall be my jargon
 Flame shall be my knight
 Flame breaks a day of garden
 Shall doves for me to night
 Slender flames in coffee
 Bayle flames in green
 Let a little flame in scarlet
 The shall be my Queen.
 I will be her mad master
 Heron, to her to be made
 out of my golden away
 shall thy day burning here
 Robert Apple



PASIFIKA POETRY

Talofa lava, Kia ora, Fakalofa lahi atu, Aloha, Ni sa bula, Malo e lelei, Kia orana, Taloha ni, Halo olaketa. Greetings and welcome to Pasifika Poetry, a celebration of the poetry of tagata o te moana nui, the peoples of the Pacific. [more.]

Tusiata Avia

Events | Links

67

2.5GB of data, 6,000 files in 115 folders.

Including 2GB of digital video & audio files



User expectations

User expectations

User expectations

User expectations

UNIVERSITY EXPECTATIONS

WHY WE NEEDED TO CHANGE

IT Continuity & DR Planning – HL Assessment - Jan 2009

IT Continuity and Disaster Recovery Planning - Assessment of progress - Jan2009

Internal Use Only & Confidential

Date: 18.02.2009

Status

Complete	Partial	Not Started	No Info
----------	---------	-------------	---------

Disaster Recovery and IT Continuity Stage	Status													
	NICAI	Arts	SBE	Eng	Law	FHMS	Science	Business & Economics	Student Admin	FoEd	Property Services	Library	Uniservices	ITS
1. CONDUCT RISK ASSESSMENT (for the Faculty or Service Division)														
- Identify the critical business processes	No Info	Partial	Partial	Complete	Partial	Complete	No Info	Complete	Complete	Complete	Complete	Complete	Partial	Complete
- Identify the critical IT resources that provide or support these processes	No Info	Partial	Partial	No Info	Partial	Complete	No Info	Complete	Partial	No Info	Partial	Complete	Partial	Complete
- Identify disruption impacts and maximum tolerable outage times	No Info	Partial	Partial	Partial	Partial	Complete	No Info	Complete	Partial	Complete	Partial	Complete	Partial	Complete
- Develop recovery priorities	No Info	Partial	Partial	Partial	Partial	Complete	No Info	Complete	Partial	Complete	Partial	Complete	Partial	Complete
2. IDENTIFY PREVENTATIVE CONTROLS														
- Implement controls	No Info	Complete	Not Started	Partial	Partial	Complete	No Info	Complete	Partial	Complete	Partial	Complete	Not Started	Partial
- Maintain controls	No Info	Complete	Not Started	Not Started	Partial	Complete	No Info	Complete	Partial	Complete	Partial	Complete	Not Started	Partial
3. DEVELOP RECOVERY STRATEGIES														
- Identify methods	No Info	Partial	Partial	Complete	Partial	Complete	No Info	Complete	Partial	Complete	Partial	Complete	Partial	Complete
- Document recovery strategy	No Info	Partial	Partial	Partial	Not Started	Partial	No Info	Complete	Partial	Partial	Partial	Partial	Partial	Complete
- Define roles and responsibilities	No Info	Partial	Partial	Complete	Partial	Complete	No Info	Complete	Partial	Complete	Partial	Complete	Partial	Complete
- Develop communications plan	No Info	Partial	Not Started	Partial	Not Started	Partial	No Info	Complete	Partial	Partial	Partial	Complete	Not Started	Complete
4. DEVELOP IT CONTINUITY PLAN														
- Develop supporting information	No Info	Partial	Not Started	Partial	Partial	Partial	No Info	Partial	Partial	Partial	Partial	Partial	Partial	Complete
- Notification/Activation phase	No Info	Partial	Not Started	Partial	Not Started	Partial	No Info	Complete	Partial	Partial	Partial	Partial	Partial	Complete
- Recovery phase	No Info	Partial	Not Started	Not Started	Not Started	Partial	No Info	Complete	Partial	Partial	Partial	Partial	Partial	Complete
- Restoration phase	No Info	Partial	Not Started	Partial	Not Started	Partial	No Info	Partial	Partial	Partial	Partial	Partial	Not Started	Complete
- Plan appendices	No Info	Partial	Not Started	Partial	Not Started	Partial	No Info	Complete	Partial	Partial	Not Started	Partial	Not Started	Partial
5. PLAN TESTING AND TRAINING														
- Develop test objectives	No Info	Not Started	Not Started	Not Started	Not Started	Partial	No Info	Complete	Partial	Complete	Partial	Not Started	Not Started	Complete
- Develop success criteria	No Info	Not Started	Not Started	Partial	Not Started	Not Started	No Info	Complete	Partial	Complete	Not Started	Not Started	Partial	Complete
- Document lessons learned	No Info	Not Started	Not Started	Not Started	Not Started	Not Started	No Info	Partial	Partial	Partial	Not Started	Not Started	Not Started	Partial
- Incorporate into revised plan	No Info	Not Started	Not Started	Not Started	Not Started	Not Started	No Info	Complete	Partial	Partial	Not Started	Not Started	Not Started	Partial
- Train personnel	No Info	Not Started	Partial	Partial	Not Started	Not Started	No Info	Partial	Partial	Partial	Not Started	Not Started	Not Started	Partial
6. PLAN MAINTENANCE														
- Review and update plan	No Info	Partial	Not Started	Partial	Not Started	Not Started	No Info	Complete	Not Started	Partial	Partial	Not Started	Partial	Complete
- Coordinate with internal and external organizations	No Info	Partial	Not Started	Not Started	Not Started	Not Started	No Info	Partial	Partial	Partial	Partial	Not Started	Not Started	Partial
- Control distribution	No Info	Partial	Not Started	Not Started	Not Started	Not Started	No Info	Not Started	Partial	Not Started	Not Started	Not Started	Not Started	Partial
- Document changes	No Info	Not Started	Not Started	Partial	Not Started	Not Started	No Info	Complete	Not Started	Partial	Not Started	Not Started	Not Started	Partial

Disaster Recovery and IT Continuity Stage	Arts	B&E	Eng	FoE	FHMS	Finance	HR	ITS	Law	Lib	Lggn	NICAI	Prop Serv	Science	SBE	StuAdmin	Uniserv
Date updated (mm/yyyy)	05/09	05/09	05/09	05/09	05/09	05/09	05/09	05/09	05/09	05/09	05/09	05/09	05/09	05/09	05/09	05/09	05/09
1. Conduct Risk Assessment	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/
- Identify business critical processes	★	★	★	★	★	★	🔴	★	★	★	⚠️	★	★	★	★	★	★
- Identify critical IT resources	★	★	⚠️	⚠️	★	★	🔴	★	★	★	⚠️	★	★	★	★	★	★
- Identify disruption impacts, maximum outages	★	★	★	★	★	★	🔴	★	★	★	⚠️	★	★	★	★	★	★
- Develop recovery priorities	★	★	★	★	★	⚠️	🔴	★	★	★	⚠️	★	★	★	★	★	★
2. Identify preventative controls	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/
- Implement controls	★	★	★	★	★	⚠️	🔴	★	★	★	⚠️	★	★	★	★	★	★
- Maintain controls	★	★	★	★	★	⚠️	🔴	★	★	★	⚠️	★	★	★	★	★	★
3. Develop recovery strategies	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/
- Identify methods	★	★	★	★	★	⚠️	🔴	★	★	★	⚠️	★	★	★	★	★	★
- Document recovery strategies	★	★	★	★	★	⚠️	🔴	★	★	★	⚠️	★	★	★	★	★	★
- Define roles and responsibilities	★	★	★	★	★	⚠️	🔴	★	★	★	⚠️	★	★	★	★	★	★
- Develop communications plan	★	★	★	★	★	⚠️	🔴	★	★	★	⚠️	★	★	★	★	★	★
4. Develop IT Continuity Plan	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/
- Develop supporting information	★	★	★	★	★	⚠️	🔴	★	★	★	⚠️	★	★	★	★	★	★
- Notification / Activation phase	★	★	★	★	★	⚠️	🔴	★	★	★	⚠️	★	★	★	★	★	★
- Recovery phase	★	★	★	★	★	⚠️	🔴	★	★	★	⚠️	★	★	★	★	★	★
- Restoration phase	★	★	★	★	★	⚠️	🔴	★	★	★	⚠️	★	★	★	★	★	★
- Plan appendices	★	★	★	★	★	⚠️	🔴	★	★	★	⚠️	★	★	★	★	★	★
5. Plan testing and training	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/
- Develop test objectives	★	★	★	★	★	⚠️	🔴	★	★	★	⚠️	★	★	★	★	★	★
- Develop success criteria	★	★	★	★	★	⚠️	🔴	★	★	★	⚠️	★	★	★	★	★	★
- Document lessons learned	★	★	★	★	★	⚠️	🔴	★	★	★	⚠️	★	★	★	★	★	★
- Incorporate into revised plan	★	★	★	★	★	⚠️	🔴	★	★	★	⚠️	★	★	★	★	★	★
- Train personnel	★	★	★	★	★	⚠️	🔴	★	★	★	⚠️	★	★	★	★	★	★
6. Plan Maintenance	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/
- Review and update plan	★	★	★	★	★	⚠️	🔴	★	★	★	⚠️	★	★	★	★	★	★
- Coordinate with internal and external orgs	★	★	★	★	★	⚠️	🔴	★	★	★	⚠️	★	★	★	★	★	★
- Control distribution	★	★	★	★	★	⚠️	🔴	★	★	★	⚠️	★	★	★	★	★	★
- Document changes	★	★	★	★	★	⚠️	🔴	★	★	★	⚠️	★	★	★	★	★	★



**IT Continuity and
Disaster Recovery Plan**
The University of Auckland Library

Department
LIBRARY

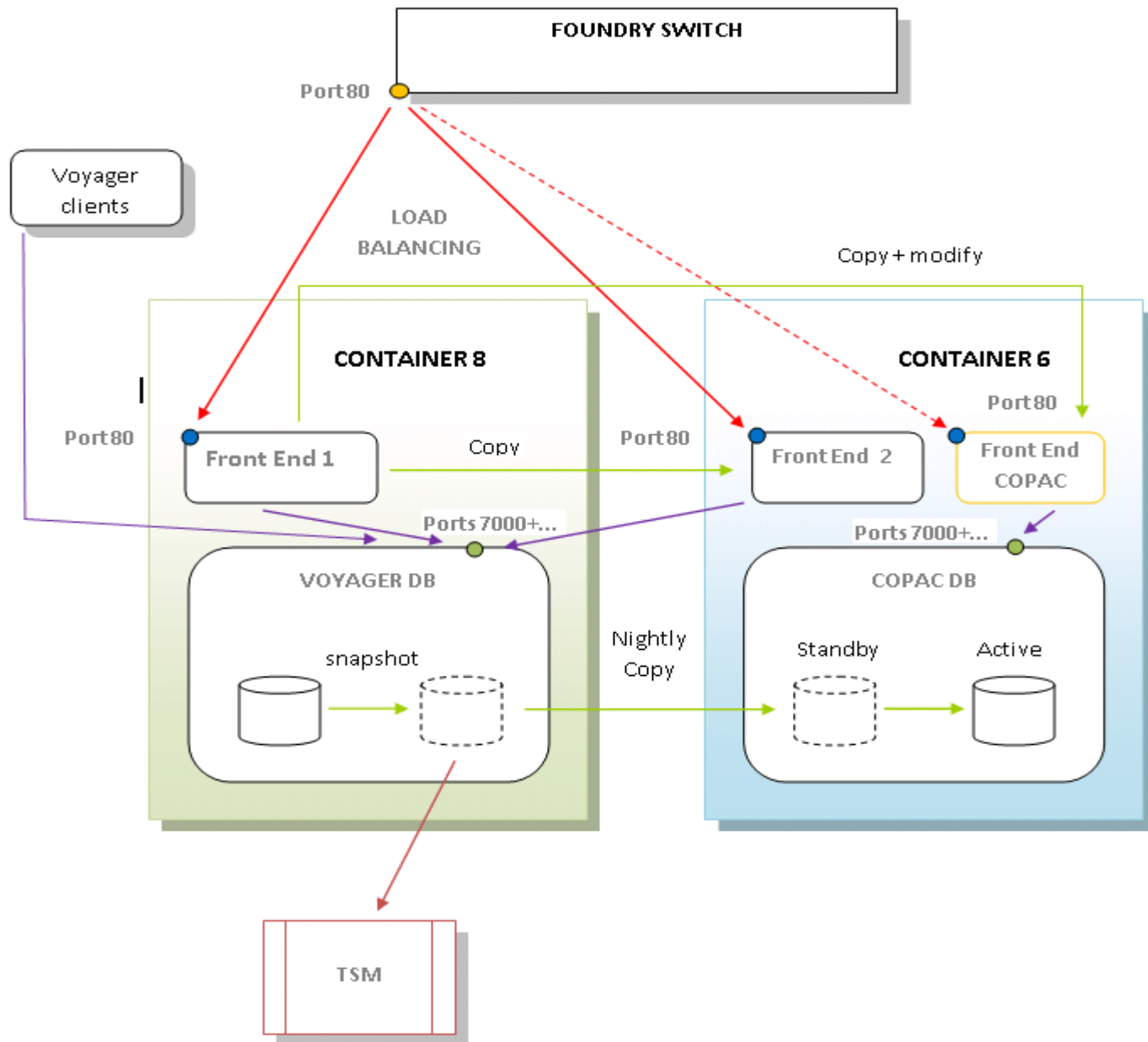
Contact Person
BRIAN FLAHERTY

Date

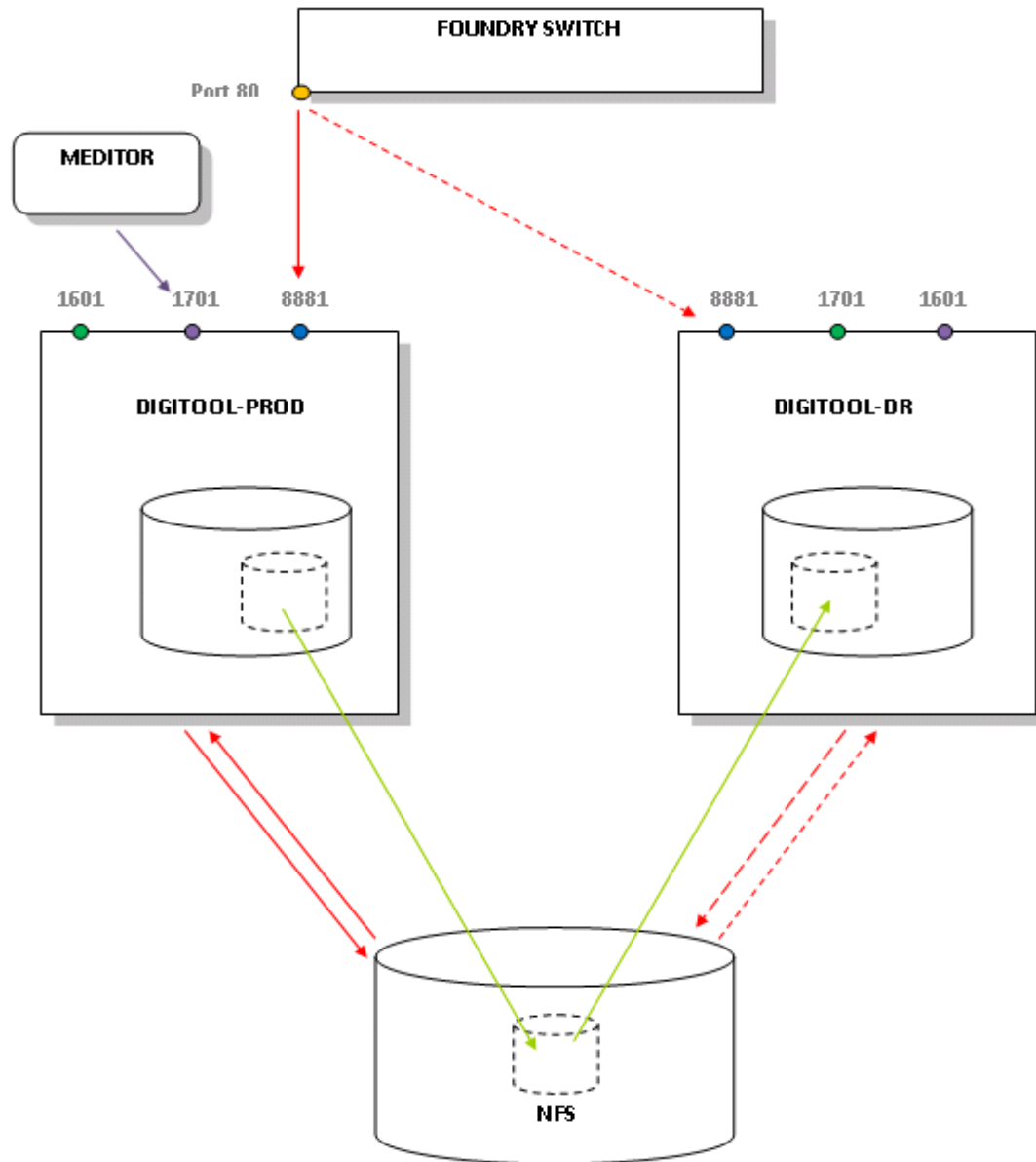
Building a Business Continuity Plan
with Disaster Recovery /Continuity
for “enterprise systems”

**WHERE WE'VE BEEN OVER
THE PAST TWO YEARS**

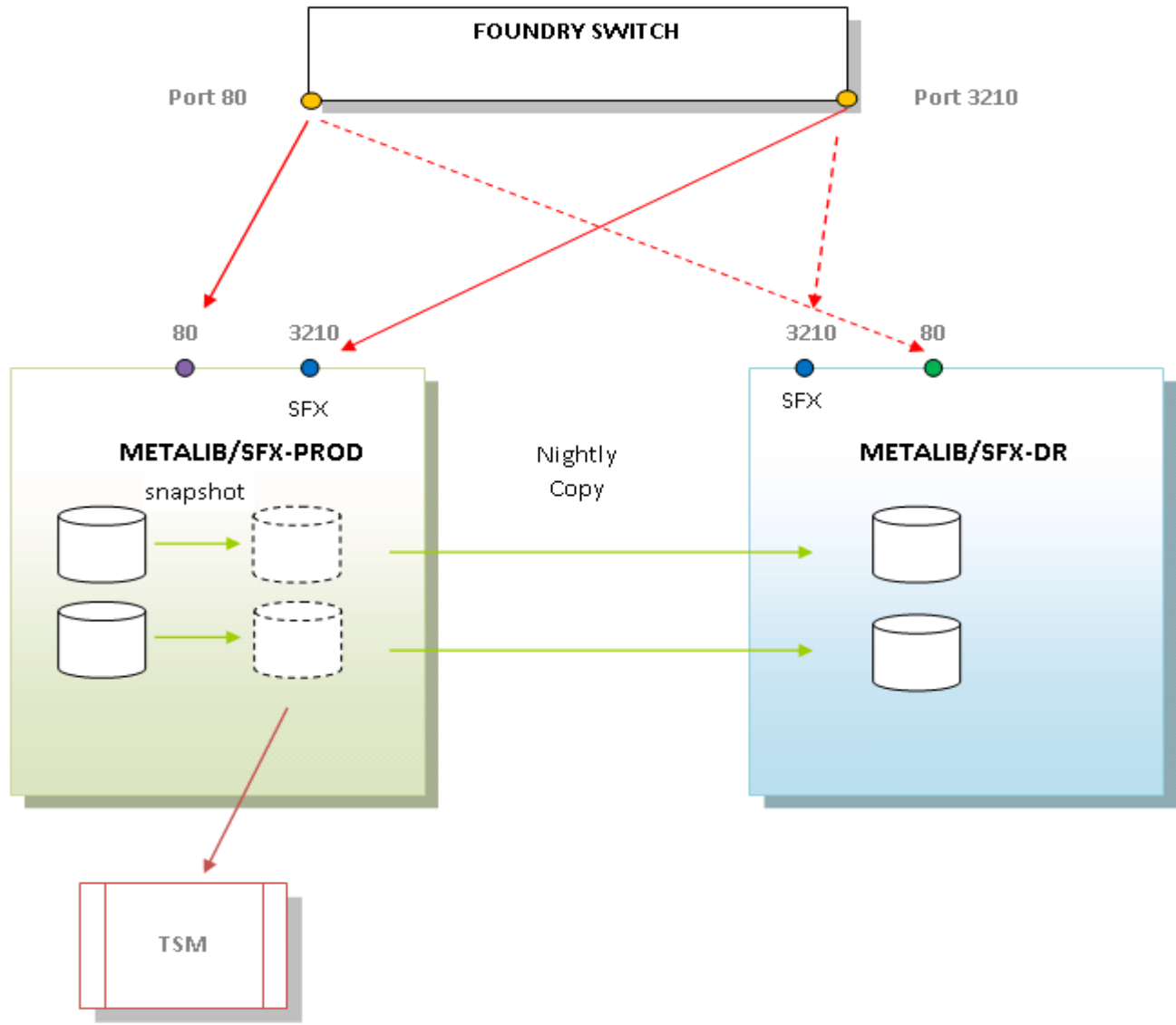
VOYAGER



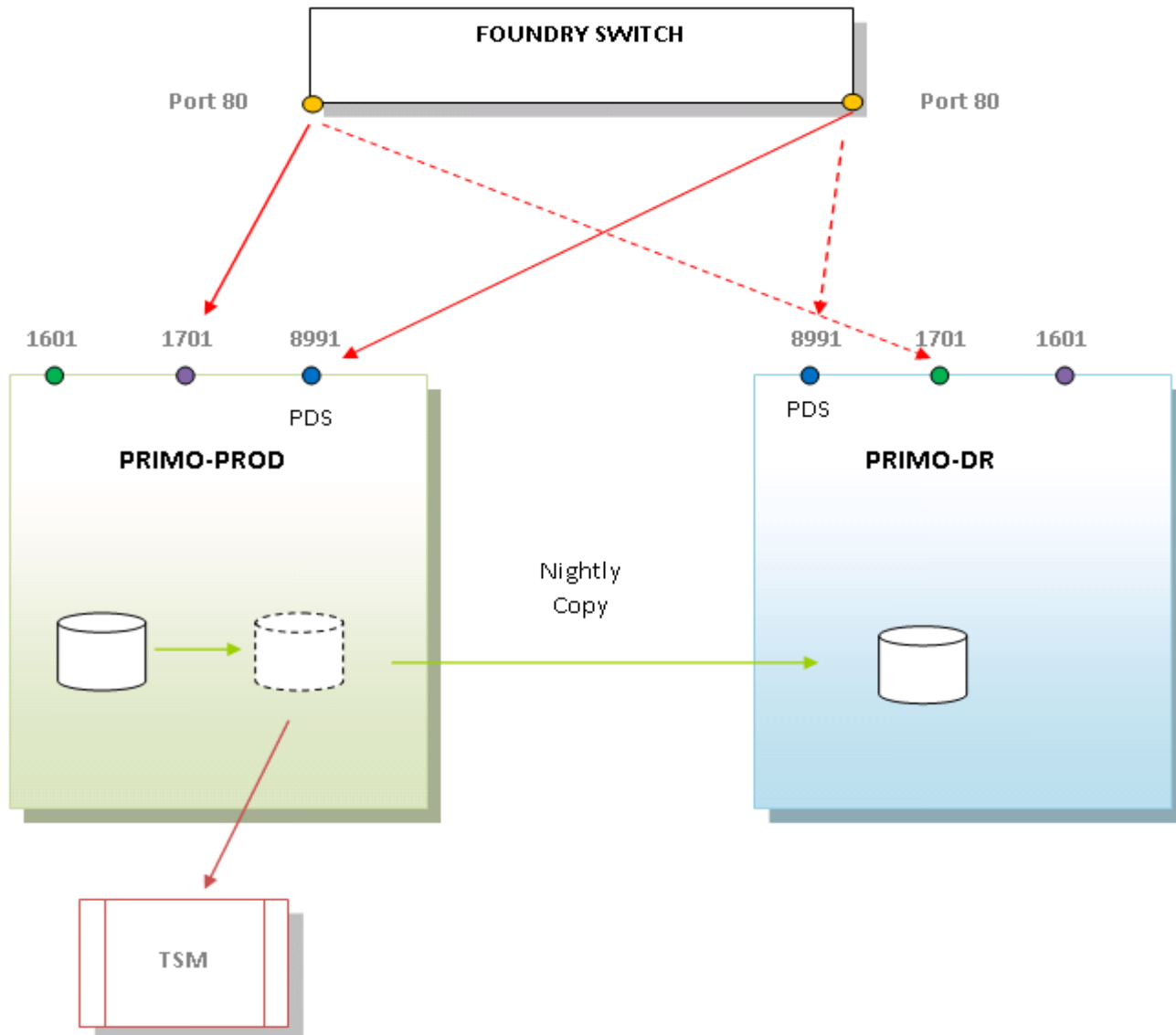
DIGITool



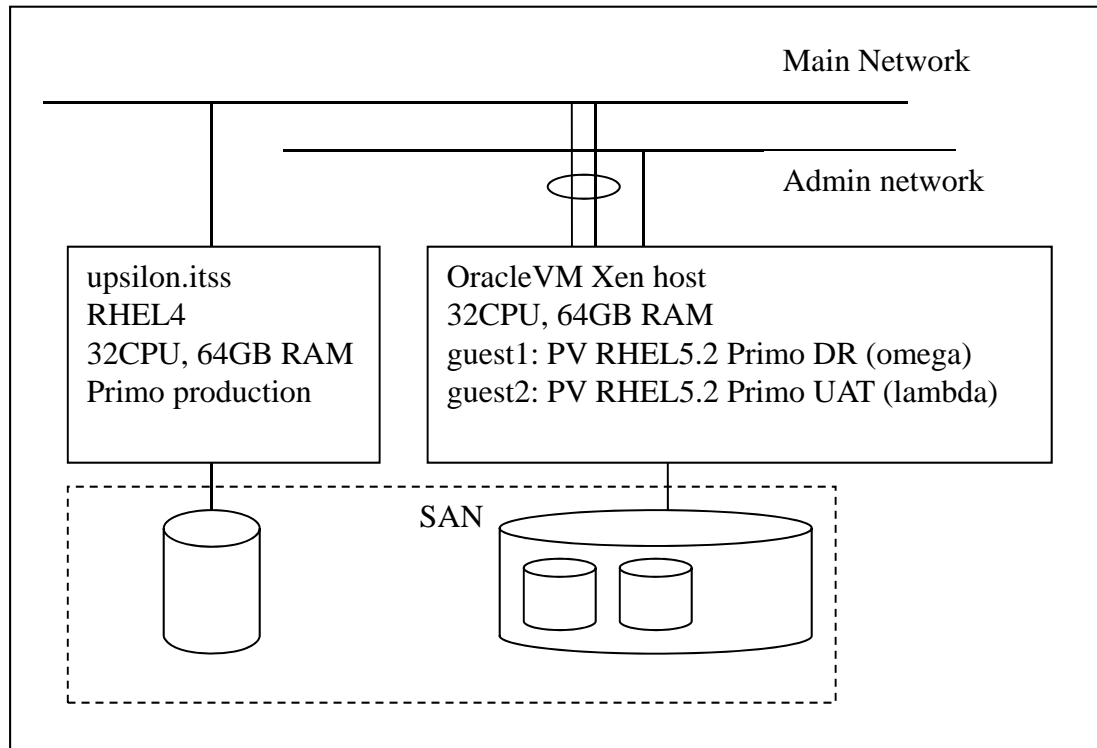
METALIB / SFX



PRIMO



Virtualisation



Questions?

Down and Out - How Long is Your Recovery Time?

**Brian Flaherty,
Assistant University Librarian (IT),
The University of Auckland Library,
New Zealand**

b.flaherty@auckland.ac.nz