Commvault

ESTABLISHING MINIMUM VIABILITY FOR HIGHER EDUCATION

AFTER A CYBER INCIDENT HITS YOUR INSTITUTION, THE PRESSURE IS ON TO RETURN TO NORMAL ASAP.

But given that a ransomware attack can knock you offline for days or weeks, it is imperative to figure out the fastest way to get your most critical assets back online and resume a minimal state of operations.

WHAT IS MINIMUM VIABILITY?

Minimum viability refers to the minimum set of

SYSTEMS	DATA	PROCESSES

you **must recover** to remain operational after disruption.

BUT HOW DO YOU GET THERE?

STEP 01

IDENTIFY CRITICAL ASSETS

SYSTEMS	DATA	PROCESSES
☑ IT infrastructure and networking	☑ Student data, including financial and health records	☑ IT and security
☑ Mission-critical apps and comms tools, like email and learning mgmt systems	☑ Research and intellectual property	☑ Business operations such as enrollment, admissions, registration, and financial aid
☑ Physical systems, including security and facilities	☑ Operational data	☑ Student engagement
☑ Third-party platforms	☑ Compliance data	☑ Basic user support
	☑ Backup data	

STEP 02

KNOW THE IMPACT OF AN OUTAGE

Every minute you are down affects all members of your campus community, interrupting class time, research, and productivity – and risks potential damage to your brand and reputation.

Understanding the effects of downtime on each of your critical assets is vital to decision-making and helping prioritize their recovery.

$3.65M
The average cost of a breach in the education sector[1]

$14,056
The average cost of each minute of downtime across all industries[2]

~11 DAYS
The average downtime after a ransomware attack in education, from 2018–2024 – at an average cost of $550K per day[3]

STEP 03

MAKE A PLAN AND TEST IT

Once you've identified your most critical assets, you need to create a plan for how you will restore them in order to reach minimum viability. This is the state that will keep your university running while you work toward restoring full operations.

THE PLAN

CRITICAL CUSTOMER WORKFLOW

REMEDIATE THREATS

HOW COMMVAULT HELPS:

Commvault works with your threat mediation solutions, preserving evidence of the compromise by creating a copy of the environment that can be used for **forensic analysis**.

RESTORE ACCESS

HOW COMMVAULT HELPS:

Commvault enables **full forest-level recovery of Active Directory** as well as directory change analysis to deliver clean recovery of AD, at scale.

ESTABLISH SECURE COMMS

HOW COMMVAULT HELPS:

Commvault enables resilience of **Microsoft 365 and Google Workspace** to recover and restore communications and collaboration channels.

REBUILD INFRASTRUCTURE

HOW COMMVAULT HELPS:

Commvault delivers recovery-as-code with **Cloud Rewind** that enables institutions to rapidly rebuild cloud infrastructure and applications. Commvault also provides options during recovery, including the ability to use **known-good golden images of VMs and operating systems to pave or re-pave an environment** before recovering data.

RECOVER YOUR DATA

HOW COMMVAULT HELPS:

Cleanroom Recovery & Air Gap Protect provide automatic, on-demand recovery to secure, isolated locations on the cloud for testing, forensics, and initial production recovery directly from cloud-based immutable and indelible storage. **Cleanroom Recovery** also enables critical data to be cleanly recovered and restored to clean systems using gold-master VM images.

WRAPPING UP

BEST PRACTICES FOR RECOVERING TO MINIMUM VIABILITY

SECURE AIR-GAPPING
Keep air-gapped copies to enable faster recovery of clean data.

TESTING THE PLAN
Test frequently to confirm that your plan works and that your staff knows what to do.

CLEAN RECOVERY
Validate that you are recovering a clean copy of your data.

ISOLATED FORENSICS
Conduct forensics in an isolated recovery environment.

Want to learn more about what it takes to recover from an attack and maintain continuous business at your university? Read our Guide to Minimum Viability to learn recommended practices.

1 - Cost of a Data Breach Report 2024, IBM
2 - IT outages: 2024 costs and containment, Enterprise Management Associates
3 - Statista

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