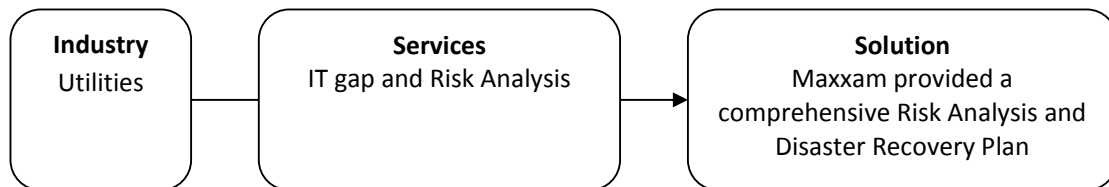


## Case study: Epic Energy



Epic Energy is a gas transmission company with its head office in Melbourne and gas transmission pipelines in WA, SA and QLD.

### Business Catalyst

In 2006, Epic Energy relocated their operations from Perth to Melbourne. The decision was made to implement ITIL information technology standards across the Melbourne office. Epic Energy researched the market for an IT solution provider with strong ITIL capabilities. Maxxam was selected for their ITIL experience and certification.

### Solution

Maxxam were initially engaged to do an audit of Epic Energy's hardware, as well as undertake a risk analysis, business impact analysis, and component failure impact analysis.

As a result of the Risk Analysis, Maxxam recommended to Epic Energy that they needed to update their disaster recovery plan to comply with external audit requirements. Epic Energy had an existing technical design but needed a formal plan, test strategy, and an independent party to test the disaster recovery plan.

Epic Energy had started building a 'warm' site environment in Dry Creek (near Adelaide) as part of their disaster recovery solution. The biggest challenge Epic Energy had was getting data from the live system in Melbourne to the disaster recovery site in Adelaide via "log shipping". Maxxam put in place a methodology and plan for Epic Energy to reinstate its operating systems, software applications and data at the Dry Creek disaster recovery site. There were a number of steps and sub plans that were developed to make up the disaster recovery plan.

Maxxam initially established the recovery times for each of Epic's IT services and detailed the people within the organisation responsible for each service.

Maxxam developed recovery strategies for each IT service so that recovery occurred in order of priority. To complete the disaster recovery plan, a training strategy was developed for Epic Energy.

Maxxam followed Epic's implementation of the Disaster Recovery Plan up with desktop and walkthrough tests. In the future, simulation, parallel and hard switch off testing may also be concluded. Epic Energy has an agreement in place with Maxxam to provide extra resources in the event of a disaster.

"Maxxam are a great team to partner with. They employ best practice structured ITIL methodologies and provide a complete service – they never leave things undone." – **Gabriel Egan, Business Systems Analyst, Epic Energy.**

#### Risk Management – Delivering Benefits Across the Business

Board/Audit & Risk Committee	Finance	Operations	Sales/Marketing	HR	IT
<p>Met the external Auditors' requirements and complies with ISO standards.</p> <p>Assurance to Board that contingency plans are in place. Shareholders assurance in case of disaster.</p>	<p>Improved data quality and system controls.</p>	<p>Increased uptime in the business i.e. if email down, some of the strategies comes into play.</p> <p>More accurate information for decision making.</p> <p>Enhanced business continuity.</p>	<p>Higher customer assurance.</p> <p>Demonstrates industry leadership.</p>	<p>Refined policies and procedures.</p>	<p>Improved IT reliability.</p> <p>Warm site enables testing of applications before being rolled out.</p>