

Rochester Chapter, IEEE Computer Society
Technical Meeting
June 10, 2010
6:30 to 9:00

Topic

Information Technology Service Recovery and Availability

Electronic transactions are ubiquitous in the modern global economy --- an economy where there is no downtime. Expectations about system availability, and the cost of lost availability, are very high. However, as availability approaches 100%, the difficulty in achieving improved availability becomes exponentially greater. This presentation will examine industry best practices and the approach taken by a large business services company --- PayChex --- to achieve high availability. As the complexity and difficulty in achieving high availability has grown new technologies are being adopted, including system self-healing, automated policy enforcement, and predictive modeling.

Bob Dickerson is a Business Continuity Manager with Paychex in Rochester, NY. Since 1980, he has also worked at Global Crossing, Rochester Telephone and GTE-Sylvania where his primary responsibilities have always included an element of disaster recovery and business continuity, in addition to infrastructure project management, IT chargeback, capacity planning and system development. In his current role, Bob oversees the planning for 90 branch locations, 8 corporate offices and multiple data centers, 6 fulfillment centers and 13,000 employees. He received the Master Business Continuity Professional certification in 2010. A member of the Eastern Great Lakes chapter of ACP, he currently serves as Program Director, and is a member of the Fairport Community Emergency Response Team. Bob can be reached at rdickerson@paychex.com.

Pizza and Soft Drinks

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