

# Staying In the Loop

## About Disaster Recovery and High Availability



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## Creating a Plan for Disaster Recovery

You may already be aware that CU\*Answers has developed a comprehensive Disaster Recovery plan, but did you know that we are constantly reevaluating what we think is most important to you and your members in the event of a disaster?

This page is intended to keep you up to date on all things Disaster Recovery related, including how we've planned for the present, and how we plan to protect for the future. We hope you will gain from this page an understanding of what CU\*Answers finds critical to

your business, and how we are continuously working to make our responses smoother, more predictable and easier on you and your members.

Most recently, this has meant evaluating our recovery capabilities for **It's Me 247!**

Here's what you will find on this page:

- What is covered by the CU\*Answers Disaster Recovery plan?
- What is Production Redundancy?
- How does this affect my Credit Union?
- What is Rolling Over?
  - ⇒ How can I keep track of what's coming down the road?

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**Simplifying the CU\*Answers Disaster Plan**

Like any organization's disaster plan, the CU\*Answers Disaster Recovery and Contingency Plan ("the Plan") is a complex document that includes policies, procedures, instructions, checklists and standards to assist us in handling our operations in the event of a catastrophic disaster. Let us demystify the plan a bit by providing a simple, broad overview of what our plan covers, what it doesn't, and explain some common terms.

**Why have a plan?**

Let's face it: if a disaster happens, things will be chaotic with or without a plan. Plans allow us to organize our thoughts and actions before the disaster strikes, which should make responses smoother, more predictable, and hopefully less chaotic than if no plan existed.

Everyone tries to make their disaster plan as comprehensive as possible, but of course there's no way anyone can plan for every contingency. Had anyone in New York ever planned what to do in case terrorists drove fully fueled jumbo jets into the World Trade Center thereby destroying numerous city blocks? Few even imagined it would happen, let alone prepared for it with all the expense required to develop, audit, and test a plan. The probability of it occurring is so low, and the costs so high, it isn't a good use of taxpayer money.

Similarly, the best use of your disaster recovery dollars is to anticipate and evaluate potential risks, plan for the most likely disasters, then audit those plans and test accordingly. A disaster plan is like an insurance policy—although a flood could conceivably happen anywhere, it is probably not cost effective to take out flood insurance if you don't live near a floodplain!

**ORGANIZATION SPENDS TOO MUCH ON DR PLANNING**

**OPTIMAL SERVICE SPENDS TOO MUCH ON DR PLANNING**

**COST** (High/Low) and **AVAILABILITY** (High/Low) bar chart.

**http://cuanswers.com/client\_disasterPlanning.php**

Creating a Plan for Disaster Recovery (continued from page 1)

- ⇒ Find out more about High Availability
- ⇒ Read about System Availability
- ⇒ Monitor the timeline of tests planned and performed
- ⇒ Check out the results of our latest HA Role-Swap Gap Analysis
- ⇒ Pull reports for our annual tests over the past 4 years

Check out this valuable resource today...and stay in the loop!

## What Has Been Done Lately?

We want to keep you up to date on our High Availability Role-Swap Gap Analyses! A few times a year we will assess our High Availability (HA) capabilities by processing live from the

HA backup system. In so doing, we can assess how the system will handle processing in the event of an emergency rollover situation. Most recently we performed a test in May 2010 in preparation for our

recent switch to a new System i production box.

Read through and find out more about how this and past tests went... but don't forget to check back!



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