

## It's Me 247 Initiative for 2010

# A Changing Perspective



- How your members connect with you through the web has pushed disaster and business recovery planning beyond a tipping point
  - Traditional DR was related to getting your branch back on line, and your web services were secondary
  - Today CUs are more worried about getting members back online even before the branch is reopened – CUs use the online channel as a DR strategy
- CU\*Answers has always had an aggressive disaster recovery and high availability focus, but today's web world has us looking to make big changes in 2010



# It's Me 247 Initiative for 2010

## A Changing Perspective



- During 2010 CU\*Answers will open a new data center in Muskegon, Michigan
  - Immediate focus: Declare It's Me 247 a "critical" service and update our disaster recovery plans to include online banking
  - Mid-term focus: Relocate the CU\*BASE High Availability system further away from our Production center
  - Long-term focus: Create a center that is ready for additional services to become part of our critical support (e.g., your web page)
    - Go the rest of the way and eliminate our need for our IBM level DR
- Although we have not increased our online DR pricing since 2006, we anticipate a price increase on January 1, 2010, of **\$0.005 per member/month** (for a 6,000 member CU, this is an extra \$32.50 per month)

