

It's that time of year again! Each year, a group of our Network and Operations staff heads to the IBM Business Recovery Center. This year the test will be out of the Sterling Forest Facility in New York in order to enhance our testing capability at numerous IBM locations. During the three-day period, we perform a series of tests of the recovery process for our host (iSeries) and communications systems for online processing.

This year the test dates are **May 17, 18 and 19, 2011**. Although these routine tests are described in our Disaster Recovery Plan, we announce these tests in advance so that your credit union can keep up to date with what is happening, and learn what role you can play in this important annual event. *(For our self processing credit unions, we just want to keep you in the loop so you can see what we are doing.)*

WHAT DOES THE TEST COVER?

During these annual hot site recovery tests, we take encrypted backup tapes from our production system and load them onto a standby iSeries computer at the IBM site. We configure this computer to run on an MPLS network using our onsite core router. GOLD sessions are proxy-tested by credit unions participating in the test.

Basically this means that we make the hot site computer look and act like our production iSeries. We check all of the communications connections to ensure that the standby computer can communicate with the same network components that talk to your credit union workstations. Then we work with a few credit unions to verify that CU*BASE GOLD workstations can power up and connect to the standby iSeries.

As with the test we performed last year in May, the tests performed by these few credit unions are meant to be a "proxy" for all other credit unions on the network, so that it is not necessary for every computer in every branch office to be involved.

WHY DOES CU*ANSWERS DO THESE TESTS?

There are many reasons we test our host system recovery plan, and it's not just to satisfy regulatory compliance requirements. Tests allow us to identify areas in the plan where we can improve performance, or weaknesses in the plan where we need to make adjustments.

Just as important, the test lets us verify the ability and reliability of trusted partner vendors—such as the phone company, IBM Business Recovery support staff, and others—to respond. We use this information to fine-tune and optimize our processes to improve performance for the next test, or in the event of real disaster.

So now it's time for the next test!

IS THIS LIKE A REAL DISASTER?

It's important to note that this is not a disaster *simulation*: we will not be taking our production computer or communications systems offline during the test. This is a *test* of our host and related communications recovery processes.

WHAT IS THE TIMELINE FOR THIS TEST?

The test begins on Tuesday, May 17, with the restoration of the iSeries system and communications circuits. Initial testing of system components and communications gear will start Wednesday afternoon around 5:00 PM Eastern Time. Further testing with the proxy credit unions may be performed Thursday morning.

CAN MY CREDIT UNION PARTICIPATE?

We are looking for two Credit Unions to participate in this year's test	Wednesday, May 18 at 5:30 PM EST and 6:00 PM EST
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If you would like to participate, contact Jim Vickers at 616-285-5711, ext. 107

WILL THERE BE ANY SERVICE INTERRUPTIONS?

As mentioned above, the communications test window is scheduled for Tuesday evening. With the rollout of the new CU*NextNet MPLS network, there will be no service interruptions during Wednesday morning's test window. During the proxy credit union test, the proxy sites will not be able to access the production iSeries.

For CU*Answers online clients who use our audio response, there will not be any test-related interruptions in CU*TALK services or for **It's Me 247** online banking.

IS THIS ALL THE DISASTER TESTING MY CREDIT UNION NEEDS?

If all this talk of disaster testing is making you think of your credit union's own disaster planning and testing, start thinking about the last time you updated your plan. Is your team aware of its own responsibilities for disaster planning? When was the last time your team did a test of your plan? Does your plan provide for CU*Answers' recovery of your internally-hosted applications? If so, are we aware of your plans?

Your credit union's disaster plan is a lot more than just your CU*BASE workstations, and your staff should be performing regular tests to fine-tune your plan just as we do.

HOW CAN I LEARN MORE?

Visit our web site and check out the following pages:

<http://www.cuanswers.com/highavailability.php>

<http://www.cuanswers.com/systemavailability.php>

<http://www.cuanswers.com/cunextnet/index.php>

Our complete Disaster Recovery Plan is also available on CD-ROM to all clients. If you do not have a copy, please contact Jim Vickers at ext. 107 (jvickers@cuanswers.com).

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CONTACT **Client Services** • csr@cuanswers.com • 800-327-3478 • 616-285-5711

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