Things to Consider On Your Path to True Production Redundancy

T his document is intended for clients who currently use CU*Answers Data Replication Services and are starting to think about their natural evolutionary path to implementing true Production Redundancy capabilities.

Moving From Data Replication to Redundancy

As described in the separate "Replication vs. Redundancy" document, Production Redundancy is different from mere Data Replication in that it is an end-to-end solution, including most or all requirements to run the credit union from a remote location. Production Redundancy would include:

- A target host (HA computer) with capacity to run the credit union
- Data Replication to the target host computer
- Employee and branch data line (or VPN) connectivity to the HA computer

- Third party data line (or VPN) connectivity
- (Optional) associated in house servers/data availability (i.e. eDOC)

In many cases, the credit union will need to invest in infrastructure or capabilities to achieve Production Redundancy, such as comm. lines and the like, and would also be responsible for all associated costs. The credit union is responsible for identifying its requirements, though CU*Answers Network Services is ready to assist in the design and implementation of solutions.

Thinking Through Your Plan

Below are some considerations the average in-house Credit Union would need to address for true Production Redundancy:

| | | | | Checklist: My Plan | | | |
| | | | | This Year/ ASAP | In the next 3 years | Someday | Never |
Requirement	**Description**	**Solutions**	**Next Step**				
Branch connectivity	Means of communication for employees to connect to the HA computer (i.e. from alternate branch, hot site, etc.)	• VPN • MPLS • Virtual Branch℠ *Automated communications failover possible*	CU responsible for predefining alternate location and installing comm. circuits as required. CU*Answers can assist	☐	☐	☐	☐

Requirement	Description	Solutions	Next Step	Checklist: My Plan			
				This Year/ ASAP	In the next 3 years	Someday	Never
			under certain circumstances. Inquire with CU*Answers Network Services.	with engineering. Virtual Branch℠ requires only an Internet connection and any PC.			
Third party connectivity	Connections to ATMs, ATM vendors, or other third parties.	▪ Vendor specific	CU will work with CU*Answers to identify vendors. Third party will install solution at CU*Answers HA site. CU responsible for costs associated with connection.	☐	☐	☐	☐
Credit bureau connection / Zoot	Connection for pulling credit reports	▪ Zoot connectivity included with HA hosting agreement	CU*Answers will provide this connectivity.	☐	☐	☐	☐
Fedline connectivity	ACH	▪ FedLine on the Web	CU responsible for contracting with FedLine to install VPN appliance at CU*Answers HA location. CU responsible for pre-configuring "buddy bank" options with the Fed.	☐	☐	☐	☐
HA Firewall	Dedicated (physical or virtual) firewall for CU HA host. Isolates HA host from the Internet and other networks at CU*Answers	▪ SonicWALL or Virtual Firewall	CU*Answers will supply and managed this device for hosted HA clients.	☐	☐	☐	☐

Requirement	Description	Solutions	Next Step	Checklist: My Plan			
				This Year/ ASAP	In the next 3 years	Someday	Never
In house servers	Access to data and compute resources for CU's internal servers (file/print, email, etc.)	▪ CU recovers servers/data from backup media at designated hot site ▪ "Cloud" recovery at CU*Answers with DataBP/Virtual Branch℠ solution	CU*Answers can assist CU with options for recovery of in house servers or CU may pursue own options.	☐	☐	☐	☐
Audio response	CU*TALK IVR access for those who run CU*TALK in-house	▪ Switch to online CU*TALK (during disaster) ▪ Configure redundant CU*TALK servers	Switching to online CU*TALK requires pre-configuration of the phone systems. Contact CU*Answers for details.	☐	☐	☐	☐
ItsMe247.com	Online home banking	▪ Included	CU*Answers will setup home banking to hosted HA computer.	☐	☐	☐	☐
e-DOC server	In-house e-documents systems (e-receipts, e-statements, check images, Check21)	▪ CU recovers servers/data from backup media at designated hot site ▪ "Cloud" recovery at CU*Answers with DataBP/Virtual Branch℠ solution	CU*Answers can assist CU with options for recovery of in house servers or CU may pursue own option.	☐	☐	☐	☐