

Understanding the Difference between Data Replication and True Production Redundancy...and Thinking About Your Next Step

Prepared by CU*Answers Network Services for our Hosted High Availability Clients
Presented at the Self Processing Credit Union Summit, April 25, 2012

For the last few years CU*Answers has been providing managed data replication services for self processors. This has been a valuable service as it ensured data was copied in near real-time from your facility to a dedicated CU-owned system (aka “target” or “high availability” system) housed and managed by CU*Answers. In a disaster situation at the credit union, this replicated system could be recovered and shipped to the credit union’s designated recovery site, or the data could even be loaded onto CU*Answers’ production system.

Designing a Strategy for Your Future

This service has been well received, but was not designed as a comprehensive strategy for *Production Redundancy*. For instance, it does not include strategies for CU branch or recovery site connectivity to the target system, third party network recovery, ACH strategies, etc. In other words, a *Production Redundancy* strategy would include additional elements to run your credit union from the target high-availability system located at CU*Answers.

This *strategy* is just that: a strategy we will help your credit union craft, unique to your environment. Every environment is different and CU*Answers can’t provide a “boxed” solution for every situation you face; however, together, we can develop a solid *Production Redundancy strategy* that will ensure a greater degree of business continuity in a disaster.

CU*Answers Wants to Help You With Your Plan

In 2012 we are launching a Production Redundancy service to help your credit union establish a higher degree of disaster preparedness. Should you decide to implement such a strategy, you will be assigned a project manager at CU*Answers to help coordinate the journey to reach your desired level of redundancy.

Comparing Replication vs. Redundancy

Feature	Data Replication Services	Production Redundancy Strategy
“Real Time” data replication over Extended Business Network (EBN) from production system at your facility to target system at CU*Answers	Included	Included
Managed data replication process (audits, daily verification)	Included	Included
30 days processing during declared disaster	Included (additional time billed at then-current online rates)	Included (additional time billed at then-current online rates)
One annual 12 hour test event	Included (additional time at \$125/hr)	Included (additional time at \$125/hr)

3rd Party Network Connectivity	CU*A will work with credit union and 3 rd parties in event of disaster declaration to determine solution	Included with engineering project (CU responsible for all costs associated with connections)
Automated payroll companies	6 included (additional at \$20/ea)	6 included (additional at \$20/ea)
CU*BASE Program and File Library Archiving	Included	Included
Fedline Alternative Site Processing	Included if CU*A pre-designated as “buddy bank.” Does not include FedLine communications equipment, setup, or hosting.	Included if CU*A pre-designated as “buddy bank.” CU responsible for all costs associated with additional FedLine devices
Managed hosting in SAS70 II/SSAE 16 certified facility	Included	Included
Full-system saves of target system (as needed)	Included	Included
One annual weekend roll-swap	Included	Included
Initiate IBM hardware/software service calls as required	Included	Included
Keep CU in compliance with CU*Answers OS/400 upgrade policy	Included	Included
Install additional IBM licensed products purchased from IBM	Included	Included
Install Cumulative, Hiper, and Database program fixes	Included	Included
Monthly host reporting	Included	Included
CU*TALK Integration	Included for online CU*TALK	Included for online CU*TALK – solutions available for migrating in-house CU*TALK to online in event of disaster
ItsMe247.com Integration	Included	Included
CU*SPY Integration	Included for online CU*SPY	Included for online CU*SPY. Solutions available for recovering in house CU*SPY at CU*A
eDOC ASP Vault	Included for online ASP vault	Included for online ASP vault. Solutions available for recovering in-house vaults at CU*A
VPN EBN connectivity to target host from multiple branches or pre-designated recovery site	Not included	Included – engineering project with CU

How Far do You Want to Go?

Data Replication is a major first step, but now what? If you are thinking now might be the time to start reaching for true redundancy, check out this companion document for some things to consider and a checklist to start mapping out your plan.

