Business Continuity & Disaster Recovery Test

Unique No. 20046

Technology : Network

Scenario Title : Altice Circuit Failover

Scenario Overview : Network Admin team will test failover of Altice circuits.

Objectives:

1. **General** - The test will be performed twice a year.
2. **Technical** - Disable network path; Ensure redundancy by choosing a second path and acquiring services in the new network.
3. **Technical** - Verify circuits failover and production traffic.

Risks:

1. The risk associated with this test is standard. We have Both Primary and Secondary circuits in an active state.

Assumption/Constrains:

1. Not Applicable.

Activity Timings(CST) : 09-May-2022 To 09-May-2022

Business Partner Details:

Name : Altice   **Contact Number :** 01234567890

Address : Texas   **Email Address :** aneelmalviya@gmail.com

Production location:

Name : Etech   **Locations :** Dallas, Lufkin

Email Address : Netadmin@etechtexas.com   **Contact Number :** 01234567890

Recovery location :

Name : Etech   **Location :** Nacogdoches, Lufkin

Email Address : Netadmin@etechtexas.com   **Contact Number :** 01234567890

Client and LOB involved :

Client Name : Altice

 LOB Name : Wireless   **Contact Number :** 01234567890

Location : Texas   **Email Address :** 01234567890

Conferance Bridge : https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZjkzN2I4ZDgtZjI4OC00ZmVhLWJjYWItNmViMzliOTIxOGM4%40thread.v2/0?context=%7b%22Tid%22%3a%225cae4e38-bd0d-4593-910b-76d99e737715%22%2c%22Oid%22%3a%22ee0378f4-14ac-4f7b-a4fa-407108acf9a8%22%7d

Business Continuity & Disaster Recovery Test

Helpdesk Information:

Ticket Number: 265610

Ticket Details: This ticket was raised to perform this BCDR activity.

Contact Number: +91-9365592206

Email Address: Helpdesk@etsnetwork.com

Emergency Contact Information:

Contact Number: 0936-559-2260

Email Address: netadmin@etsnetwork.com

Communication with the Internal/External customers regarding test, Did we? Yes

External Client should be notified with clear expectations before testing, Did we? Yes

Recovery Objectives:

Recovery Time Objective (RTO) : Team Will Identify how much time it will take for traffic failover and production uptime.
Traffic should be Failover from the Primary circuit to the Secondary circuit within 30 sec.
After the test is performed, the team will again verify Circuit Stability, Packet Loss, Latency & Jitter.

Recovery Point Objective (RPO) : In case the test fails, the Network Admin team will roll back traffic to the main circuit and within 1-2 min production should be operational. It would require the team to react within 1-2 minutes to bring business as usual.

Recovery Team:

General - The test will be performed twice a year.

Name : Afzal Ansari	**Designation :** Network Administrator
Supervisor : Nayan Chaudhary	**Contact Number :** +91 8460257960
Email : afzalhusen.ansari@etsnetwork.com	**Location :** Vadodara

Technical - Disable network path; Ensure redundancy by choosing a second path and acquiring services in the new network.

Name : Afzal Ansari	**Designation :** Network Administrator
Supervisor : Nayan Chaudhary	**Contact Number :** +91 8460257960
Email : afzalhusen.ansari@etsnetwork.com	**Location :** Vadodara

Technical - Verify circuits failover and production traffic.

Name : Afzal Ansari	**Designation :** Network Administrator
Supervisor : Nayan Chaudhary	**Contact Number :** +91 8460257960
Email : afzalhusen.ansari@etsnetwork.com	**Location :** Vadodara

Accountability & Approving Authorities :

Reviewer Name : Urmil Sonigra

Reviewer Comment : This activity is completed successfully

Approver Name :

Approver Comment :

Dependencies :

For this test, there is no external or internal dependencies and no impact areas

Dependencies of Team(s) : DTS_Lufkin, Active Directory, CTI

Other Email Address : aneelmalviya@gmail.com

Expected Response Time : If something goes wrong in a real-time scenario, the Network team will roll back changes to the primary circuit immediately expected response time will be 2 min to roll back everything to business as usual.

Overall Recovery Strategy : Change Request Form, Before activity snaps

Recovery Objective :

General - The test will be performed twice a year.

Expected Result : The activity will be performed twice a year and the next activity date is 9th November 2022

Successor Team/Technician : Afzal Ansari

Email : afzalhusen.ansari@etsnetwork.com

Technical - Disable network path; Ensure redundancy by choosing a second path and acquiring services in the new network.

Expected Result : The activity will be performed twice a year and the next activity date is 9th November 2022

Successor Team/Technician : Afzal Ansari

Email : afzalhusen.ansari@etsnetwork.com

Technical - Verify circuits failover and production traffic.

Expected Result : The activity will be performed twice a year and the next activity date is 9th November 2022

Successor Team/Technician : Afzal Ansari

Email : afzalhusen.ansari@etsnetwork.com

Actual Activity Timing : To

Return To Operation : • Team has disabled Lufkin Altice Interface, traffic started through a backup link via NAC within 30 sec.
• After that operation team confirmed all production tools, URLs, and Voice calls were working fine.
• After the confirmation team has enabled the Lufkin Altice interface within 5-sec traffic started routing through the primary link via Lufkin.

Objective Results :

Result Of General - The test will be performed twice a year. : Pass

Comment : The activity will be performed twice a year and the next activity date is 9th November 2022

Result Of Technical - Disable network path; Ensure redundancy by choosing a second path and acquiring services in the new network. : Pass

Comment : The Primary path was disabled and services were on the secondary path within 30 seconds.

Result Of Technical - Verify circuits failover and production traffic. : Pass

Comment : The Operations team confirmed all production tools, URLs, and Voice calls were working fine. After the confirmation team has enabled the Lufkin Altice interface within 5-sec traffic started routing through the primary link via Lufkin.

Describe what worked well?

The network team started the activity on time, We took all Failover Logs and Firewall backup before starting the test.
As soon as Netadmin Team fail over traffic on the secondary circuit, and within 30 seconds we got traffic online on the Backup circuit.
The network team verified production traffic on the Backup circuit and took logs from the systems.
Gradually, we observed that all traffic is shifted on the Altice Backup circuit, and the graph, shows that all routes are going towards the Altice Backup circuit.
 No issues were reported during this test and after completion, we confirmed the same with the production/operation team as well.

What areas have been identified for improvements?

The team has observed the entire test and did not find any issues with the Altice circuit and FortiGate device.

Detail the lesson learned :

Do you feel the defined activity objectives were achieved? Yes

Do you feel you had the opportunity during the activity?

Through this BCDR test, we as a network team learned about on time and prior communication with the operation team. We were able to get started on time and complete the failover test without any issue reported from any production or operation department.
We have completed the test and no issues were reported from devices like Firewall CPU, Memory, RAM, etc.

Recommendations for the Execuive Team :

Not Applicable - As all the devices seem to respond as expected.