

Business Continuity Plan – Manual Processing

Application: ODA Solution

Program Name: Optus Digital Agency (ODA)

Program Number: TB982

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# About this Document

## Purpose

The primary purpose of this document is to outline the manual process to remove customers from the ODA product in the instance of a non-recoverable disaster of the infrastructure that supports the product. ODA has been exempted from Disaster recovery so in the case of this occurring the business continuity is about minimising impacts to customers.

## Audience

* Program Managers
* IT Program Managers
* Lead Architects
* Service Managers
* IT Disaster Recovery Team
* Business Owners

## IT Disaster Recovery Development Overview

See attachment –



## Definitions

|  |  |  |
| --- | --- | --- |
| **Business Continuity Planning** | | The preparation that enables Optus to resume business as quickly and efficiently as possible if a crisis occurs. It includes:   * continuity planning before a crisis; * crisis management during and after an incident; * alternative / manual processes that allows the business to continue (even if at a degraded service level) until business as usual; * recovery plans for IT environment, network environment and facilities. |
| **IT Disaster** | A potentially catastrophic event or series of events that disables IT services and therefore threatens the viability of the Company and requires a focused response. An IT disaster could meet one or more of the following criteria:   * loss of life and/or multiple casualties; * loss of a major IT facility or strategic asset; * extensive damage to IT systems or associated network greater than $1m; * long term business interruption greater than 5% monthly revenue; * serious or permanent damage to the company image; and * long term impact on the company’s ability to deliver products and maintain customer service.   Examples are:   * major fire/explosion; * loss of a Data Centre; * loss of network connectivity to one or more data centres; * loss of a business critical IT application;   (NOTE: ‘Loss’ implies substantial damage, comprehensive or total loss; where restoration is beyond the scope of day to day local management.) | |

## Acronyms

|  |  |
| --- | --- |
| **ODA** | Optus Digital Agency |
| **MTO** | Maximum Tolerated Outage |
| **DR** | Disaster Recovery |
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# Approach

## Non Recoverable Catastrophic event

In the instance of a non-recoverable event on the ODA product the approach is to contact customer, de-provision product and adjust charges.  
The below process outlines the steps to be taken –

* Web Site not available owing to non-recoverable infrastructure error
* Active customer list to be extracted
* Customer communications defined and contact made from extract list
* Product cancelled in Optus Billing Systems and credit applied as required
* Product cancelled in iProcess
* Domain name transferred to Customer where they wish to retain it.



## Data Gap event

### Replay SODA transactions

In the instance of a data gap between the systems that support ODA product the high level approach is to replay transactions from SODA (which is considered to be the source of truth system into downstream systems). This assumes the problem has been with systems downstream of SODA – see 1.6.2.1 for data gap caused by SODA.

**Identification/Detection of issue** –   
- TSA find data corruption based on alarm or alert.  
- TSA reporting/datafeed finds mismatch on calls.  
- Customer contacts Optus support to advise website not working (or change made not reflected on web site) .  
**Tasks** -

|  |  |  |
| --- | --- | --- |
| **Task** | **Who** | **Contact** |
| Recover TSA servers | IT Web Support & TSA | Sanjib Biswas |
| Identify gaps between TSA Servers and SODA/iProcess | IT Web Support & TSA & Service Operations | Sanjib Biswas Bindu Subhadramma TSA Resources |
| Replay SODA/iProcess transactions | IT Web Support | Sanjib Biswas |

### Re-create SODA transactions

In the instance of a data gap that has resulted from SODA system being down prior to back-up; the high level approach is to review iProcess or TSA backups and logs to establish the gap. Transactions missing from SODA then need to be recreated in based on backup/log information.

**Identification/Detection of issue** –   
- Site deployment call back from TSA fails.  
- Customer contacts Optus support advising website not provisioned (or change made not reflected on web site).  
**Tasks** -

|  |  |  |
| --- | --- | --- |
| **Task** | **Who** | **Contact** |
| Recover SODA | IT Web Support | Sanjib Biswas |
| Assess iProcess data | Service Operations | Bindu Subhadramma |
| Assess TSA data | IT Web Support & TSA | Sanjib Biswas |
| Identify gaps between systems | IT Web Support & TSA & Service Operations | Sanjib Biswas Bindu Subhadramma TSA Resources |
| Recreate missing transactions in SODA |  |  |

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## Distribution

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| ODA Program Team |  |
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## Version Control

| Version | Date | Section | Nature of Amendment | Amendment Author |
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| 0.1 | 5/7/2012 | All | Document Created | Toby Store |
| 0.2 | 16/7/2012 | 2.2 | Data gap sections added | Toby Store |

## Reference Documents

| Reference Document | Version | Date | File Location |
| --- | --- | --- | --- |
| SODA (Ender entry) |  |  | <http://ender/show_app.php?app=4962> |
| iProcess (Ender entry) |  |  | <http://ender/show_app.php?app=5582> |
| TSA (Ender entry) |  |  | <http://ender/show_app.php?app=4963> |
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## Related Documents

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