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| **INFORMATION TECHNOLOGY DEPARTMENT** |
| A picture containing text, clipart  Description automatically generated |
| **FINAL** |
| **TEST SCRIPT**  **DISASTER RECOVERY LIVE RUN**  **FOR CRITICAL BUSINESS FUNCTIONS (CBF) via Replicated Volume** |
| 16/06/2022 (Thursday) 20:00 – 18/06/2022 (Saturday) 13:00  Version 3.5 |

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| **Disaster Scenario** | 1. A distributed denial-of-service attack (DDoS) happened on 17 June 2022 at 02:00 at BSN Production Data Centre located at Bangi. 2. DDoS attacks are launched as a diversionary tactic to distract security teams while carry out another type of attack, possibly to gain access to and steal sensitive financial services data. BSN is concerned over cybercriminal hands-on sensitive customer data. 3. A damage assessment was performed to determine the level outages and a report was presented to the Crisis Management Team for decision to declare disaster. 4. The Crisis Management Team decided to declare disaster and invoke BSN BCP and IT DRP due to devastating attack that has caused service degradation and some of the critical systems are going offline gradually. 5. BSN fail over to Disaster Recovery at Strateq Data Centre immediately and mobilize the DR team and key users accordingly. |
| **Scope** | 1. The Disaster Recovery Plan (DRP) Live Run Test Scope was approved at ITSC on Monday, 13th June 2022. 2. DRP Live Run    1. In Scope       1. To test Critical Application System (CAS) that supporting Tier 1 & Tier 2 business functions          1. Tier 1 (Very Critical)             * Core bank BSN: ICBS             * LVP services: RENTAS & e-SPICK             * RPS services: SAN, MyDebit, FPX, IBG/DD, RPP & JomPay             * Internet Banking: MyBSN             * Counter & banking Operations: ATM, CDM, CaRM, eBIZ, eSDMS, BASys, QMS, IQMS             * Treasury Processing: ITMS             * Cards & CRM: Asccend, Mainframe, TLE          2. Tier 2 (Critical)             * Cash Management & Remittance: ePINTAS & BSN             * Remit, ICBS             * Agent Banking: EB BSN             * eBIZ support: CDB             * eChannel operations support: JomPAY, FPX, ICBS             * Settlement & Account for card: Mastercard, Mainframe             * Financial Management: IFAS    2. To comply to the BNM DR circulars       1. To conduct on business day       2. To include batch processing    3. To comply to Paynet requirement of DR (BSN) to DR (Paynet) testing for SAN, MEPS & MyDebit 3. Out of Scope    1. DRP Test The following requirements and systems/applications are out-scope as to determine the success criteria during the DRP Test, with justification as follows:       1. EBB (exception for 500 android terminal)       2. Mobile banking (pending go live)       3. GSISD Systems (conducted separately)       4. Contact Centre System (to be conducted separately)       5. System that does not have DR Infrastructure. |
|  | 1. All in-scope CAS RTO\*/ MTD supporting Tier 1 & 2 business function must be successful 2. Completion of Batch Run (As per last year & in accordance with DR Circular) 3. Straight line computation of RTO and MTD\*\* (As per last year & in accordance with DR Circular)   Overall result is considered as “Success” if fulfil all the success criteria as per the above.  Overall result is considered “Failed” if did not meet any one of the success criteria.  *\*RTO calculation will start from disaster declaration until user successfully sign-on.*  *\*\* For systems that are not suitable for Straight line computation of RTO and MTD, Start-Stop approach will be used* |
| **Objectives** | 1. DRP Live run for one business day:    1. Overall Activity Date: Thursday, 16 June 2022 – Saturday 18 June 2022    2. Live DRP test (Friday 02:30 to 18:30)    3. DRP Rollback (Friday 02:30 – Saturday 13:00)       1. To obtain feedback on the system’s functionality and data recovery against the acceptable benchmarks for the DRP Test.       2. To ensure key personnel are familiar with the recovery procedures of critical business processes as identified in the Business Impact Analysis (“BIA”).       3. To ensure recovery time are within the recovery time objective (RTO).       4. To obtain feedback on the infrastructure readiness, reliability and capability to respond towards “Live” crisis.       5. To obtain feedback on the Bank’s resistance ability to continue as “Business as Usual” (BAU) during crisis    4. Live DRP Rollback Verification       1. To verify data accuracy and system consistency during rollback verification exercise upon return to production.    5. Gaps       1. To identify gaps in procedures, documentation and information for the above    6. BNM requirement on the DRP/BCP test       1. To comply with BNM Guidelines on BCM.       2. To test BSN DR readiness and capability to support business operations during disaster    7. PayNet requirements on the DRP/BCP Exercise for Retail Payment System    8. FPX, JomPay, MyDebit, SAN |

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| **Incident Occurs** | 02:00, 17/06/2022 (A scheduled DR LIVE test to fulfil BNM requirements. |
| **ITD to Inform BCM** | 02:15, 17/06/2022 |
| **BCM to Inform CMT** | 02:25, 17/06/2022 |
| **Declaration by CMT** | 02:30, 17/06/2022 |
| **Call Tree Activation** | 02:30 - 02:45, 17/06/2022 (Worst case 15 minutes to complete) |
| **Expectation from the participant** | * 1. The following documents to be submit at the end of the test.  1. Checklist / Procedures by each “maker”, “checker” and business users 2. Screenshots images as proof of success / issues faced    1. To provide the start and end times for each sub-activity for all activities in the Test Script. 3. Start time for each IT system involved 4. End time for each IT system involved    1. All problems faced / encountered during this test must be reported immediately to the DR Coordinator via WhatsApp message. An IT DR Problem Form must be completed and submitted (softcopy or hardcopy) to DR Coordinator prior to or during the Status Meeting. (Refer Appendix VI)    2. Participants must have the necessary tools loaded in their respective PC’s / Laptops to carry out their responsibilities. I.e. SQL Developer to run queries    3. Participants are required to submit the recorded RTO and MTD of the exercise.    4. Respective systems owners to ensure all corrective measures, taken based on previous SIT and UAT issues, are complete and will not re-occur in this test. |
| **Assumptions** | 1. All pre-selected test users are available during the DRP Test    1. Head of Department/Division (“HOD”) are responsible to nominate/preselected test users for the purpose of DRP Test.    2. HOD to ensure the participation and commitment of the test users throughout the DRP Test activities.    3. Staff mobilization - staff already on standby at DR site as this is a planned DR and some staff and vendors to support remotely. 2. Standard Operating Procedure (SOP) to mitigate Covid-19 in place |

**High Level Timeline Information**

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| **Key Information** | |  |  | | --- | --- | | **Activities Production, Bangi To DR Strateq** | **Activities DR Strateq to Production, Bangi** | | * Bring down system: 22:00, 16/06/2022 – 02:15, 17/06/2022 * 17/06/2022 - Declaration: 02:30 * 17/06/2022 - Network switch to DR: 02:30 * 17/06/2022 - System RTO 1 Hour up: 03:30 * 17/06/2022 - System RTO 2 hour up: 04:30 * 17/06/2022 - System RTO 3 hour up: 05:30 * 17/06/2022 - System RTO 4 hour up: 06:30 * 17/06/2022 - System RTO 5 hour up: 07:30 * 17/06/2022 - Batch Run Start: 04:30 * Counter operation: Business as usual: 08:00 | * 17/06/2022 - Counter operation close at 16:00 * 17/06/2022 - Balancing & settlement: 16:00 – 18:00 * 17/06/2022 - Channel down: 18:00 on stagger (critical channels/system by 22:00) * 17/06/2022 - Bring down system: 22:00 – 02:15 * 18/06/2022 - Network switch to Prod: 02:30 * 18/06/2022 - System RTO 1 hour up: 03:30 * 18/06/2022 - System RTO 2 hour up: 04:30 * 18/06/2022 - System RTO 3 hour up: 05:30 * 18/06/2022 - System RTO 4 hour up: 06:30 * 18/06/2022 - System RTO 5 hour up: 07:30 | |

**Sign Off :**

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| **Compiled by :** | **Compiled by :** | **Reviewed by:** |
|  |  |  |
| **Justin** | **Hisham** |  |
| **Justin Francis** | **Mohd Hisham Mohd Omar** | **Noor’Ain Hashim** |
| Lead Consultant IT DRPC,  ESTR Project, Intellize Tech Services Sdn. Bhd | IT DRPC DR Coordinator,  ESTR Project, Intellize Tech Services Sdn. Bhd | Lead IT DRPC Team,  ESTR Project, HeiTech Padu Berhad |
| 14th June 2022 | 14th June 2022 | 14th June 2022 |
|  |  |  |
| **Reviewed by:** | **Verified by:** | **Verified by:** |
|  |  |  |
|  |  |  |
| **Muhammad Harith Osman** | **Norhafizah Baharudin** | **Ahmad Suhaimi Ab Rahman** |
| IT DRPC DR Coordinator,  ESTR Project, HeiTech Padu Berhad | Senior Executive, Infrastructure Network & Data Centre Division | Head of Unit,Infrastructure Network & Data Centre Division |
| 14th June 2022 | 14th June 2022 | 14th June 2022 |
|  |  |  |
| **Verified by:** | **Verified by:** | **Verified by:** |
|  |  |  |
|  |  |  |
| **Muhammad Afzal Zakaria** | **Erman Halimi Mohd Anuar** | **Syed Abdul Amin Liaquet Ali** |
| Project Manager, ESTR Project, HeiTech Padu Berhad | Head of Section, Infrastructure Network & Data Centre Division | Manager, IT Project Management Division |
| 14th June 2022 | 14th June 2022 | 14th June 2022 |
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| **Verified by:** | **Verified by:** | **Verified by:** |
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| **Zainudin Ta'aren** | **Helniza Chek Any** | **Mohd Aidil Azwan Mohd Rahim** |
| Manager, IT Service Delivery Management Division | Manager, Application Management Division | Manager, IT Security Division & IT Governance Division (Caretaker) |
| 14th June 2022 | 14th June 2022 | 14th June 2022 |
|  |  |  |
| **Verified by:** | **Approved by :** |  |
|  |  |  |
|  |  |  |
| **Abdul Patas Kamaludin** | **Lee Choon Yong** |  |
| Deputy Head,  Information Technology Department | Senior Vice President / Head  Information Technology Department |  |
| 14th June 2022 | 14th June 2022 |  |
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# List of systems involved:

|  |  |  |
| --- | --- | --- |
| **Tier 1 Systems – RTO 1 hours:**   1. RENTAS 2. eSPICK 3. RPP   **Tier 1 systems – RTO 2 hours:**   1. IB FPX 2. IB Jom Pay 3. IB myBSN^ 4. ICBS Deposit^@ 5. ICBS Payment^@ 6. ICBS Loan^@ 7. Data Power@ 8. MQ Server@ 9. OCM24 – Mainframe^ @ 10. ATM, CDM, CaRM^ 11. Asccend ^@ 12. BSN Infosite 13. Mobile Banking 14. IBG Payswitch 15. Direct Debit 16. myDebit 17. SAN   **Tier 2 systems – RTO 3 hours:**   1. Retail eStatement 2. ATM DIEBOLD AV 3. ATM NCR AV 4. ATM NCR HDE 5. CDM CL AV 6. CDM CL HDE 7. CaRM OKI AV 8. Bizfuse | **Tier 2 systems – RTO 4 hours:**   1. eSDMS^ 2. TLE 3. NCC 4. CDB@ 5. BioPak 6. MLQMS 7. BASys 8. ITMS^ 9. BSH/GINI 10. Visa 11. Mastercard 12. ePintas -- 3rd Parties Application 13. Remittance -- 3rd Parties Application 14. Zena 15. SSM 16. IFAS^@ 17. File Integrity Monitoring 18. QRadar   **Tier 2 systems – RTO 5 hours:**   1. EB^ 2. Asccend/i-Navigator ^@ 3. Loan eStatement 4. Juris JOM ^@ 5. Juris JOMC ^@ 6. Juris JConvey^ @ 7. Juris JCollect ^@ 8. BI Publisher ^@ 9. RAMCI -- 3rd Parties Application 10. Bursa-- 3rd Parties Application | 1. DCA @ 2. CSS 3. CCRIS^ 4. Activate 5. Shared Folder [\\MSFSA038](file://MSFSA038) @ 6. Shared Folder [\\MSFSA118](file://MSFSA118) @ 7. Shared Folder [\\MSFSA226](file://MSFSA226) 8. Shared Folder [\\MSFSA169](file://MSFSA169) 9. Staging Server MSSGA778 for Asccend @ 10. Staging Server SAFTA017 for SAFTA @ 11. Email   **Tier 3 systems – RTO 1 day:**   1. HR4U 2. IDMS 3. CMSys 4. Loyalty system @ 5. BoardPac 6. BSN Insight/SharePoint 7. IMX   **Tier 4 systems – RTO 2 day:**   1. EMM   **^ -** physical server  @ - System related to batch job  \* - Supporting System (RTO is measured, but not consider as success criteria) (Total: 8)  # Infrastructure Related Services (Recovered and verified as part of overall system recovery) |
| **Note:**   * + - 1. System recovery, connectivity, signs on and enquiry tests are to be conducted before BAU.       2. ATM^, RENTAS, RPP, SAN, MyDebit - RTO will NOT be calculate as straight line as their system dependency & Batch Job required to be executed for prior to accessing the System/Service | | **Infrastructure Supporting Systems:**   1. PAM# 2. Domain Name System (DNS)# 3. Web Application Firewall# 4. Multisim (MyEVO)# 5. VPN# |

## Systems / Applications that DON’T HAVE DR INFRA readiness.

|  |  |  |
| --- | --- | --- |
| **No** | **Systems / Applications** | **Business Owner** |
| 1 | **Webnotes** | Credit operation department |
| 2 | **ITSM - IT CareLine** | ITD |
| 3 | **RMS - Reference Management System** | Jabatan Distribution |
| 4 | **iDCMS - Integrated Digital Content Management System** | Jabatan Strategi Korporat |
| 5 | **eLearning Management System** | Human Resource (PPBSN) |
| 6 | **FRS9/MFRS15** | Finance |
| 7 | **TMS - Time Management System** | Administration & Security |
| 8 | **TCO** | ITD |
| 9 | **DFIC - Data Framework & Integrated CIF** | DGU |
| 10 | **Pru Sakinah** | Retail banking |
| 11 | **SIT & UAT System Environment** | ITD |
| 12 | **BI Tablue** | Finance |
| 13 | **WMUTS (Wealth Management)** | Retail Banking |
| 14 | **BSN HRM - PMS** | Security & HR |
| 15 | **MORA** | Credit Recovery Department / Deposit / Micro Business |
| 16 | **RAAM – Audit / Reversal Report** | (Cawangan Utama Negeri) |

## SYSTEMS/SERVICES WILL BE IN DEGRADED PERFORMANCE during Disaster Recovery Activity:

|  |  |  |
| --- | --- | --- |
| **No** | **Systems / Applications** | **% Processing Capacity of DR servers compare to production** |
| **1** | **Email** | **50%** |
| **2** | **Internet** | **75%** |
| **3** | **Domain** | **50%** |
| **4** | **SST Terminal (ATM, CDM, CaRM)** | **80%** |
| **5** | **MyDebit** | **80%** |
| **6** | **VISA PLUS** | **80%** |
| **7** | **MASTER CIRRUS** | **80%** |
| **8** | **FECCPS / Activate** | **50%** |
| **9** | **IFAS** | **50%** |

# Service Downtime

**Customer Facing Online/Kiosk Services (External) - Systems Availability During Dr Live Run (Failover)**

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Systems / Services** | **Standard**  **Business Hours** | **Service Downtime**  **(17 June 2022)** |
| 1. | SAN & myDebit | 24 X 7 | 12:00 am to 06:00 am |
| 2. | RPP Incoming | 24 X 7 |
| 3. | Internet Banking (MyBSN)  (including RPP Outgoing, JomPAY and FPX) | 23.75 x 7  12:15 am – 11:59 pm |
| 4. | ATM & CDM | 12:15 am – 11:45 pm |
| 5. | Credit Card & Debit Card | 24 X 7 | 12:00 am to 06:00 am |
| 6. | Merchant POS Terminal | 07:00 am – 12:00 am |
| 7. | BSN e-biz (CDB) | 23.75 x 7  12:15 am – 11:59 pm | 12:00 pm to 6:00 am |
| 8. | BSN InfoSite | 24 X 7 | 12:00 pm to 5:00 am |

# Staff and vendor involved (based at DR Data Centre, Strateq, PJ) :

**\*\* refer to Attachment**

# Activity Summary:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No** | **Activity Category** | **Steps Mapping** |  | **Estimated Date/Time**  **Start** |
| **1** | **PLANNING** | **1, 2** | 15/05/2022 (Wednesday)  08:30 – 17:30 |
| **2** | **PREPARATION** | **3 – 21** | 16/06/2022 (Thursday) & 17/06/2022(Friday)  18:00 – 02:20 |
| **3** | **INVOKE & DISASTER DECLARATION** | **22** | **Start**  **RTO**  **Calculation**  **End** | 17/06/2022(Friday)  02:10 – 02:30 |
| **4** | **TECHNICAL RECOVERY @ DR, Strateq** | **23 – 38** | 17/06/2022(Friday)  02:30 – 06:30 |
| **5** | **SYSTEM VERIFICATION BY ITD SME & Biz Users @ DR, Strateq** | **39 – 45** | 17/06/2022(Friday)  03:30 – 07:30 |
| **6** | **BATCH RUN** | **46** | 17/06/2022(Friday)  04:30 – 10:00 |
| **7** | **DISASTER END** | **47** | 17/06/2022(Friday)  07:30 – 08:00 |
| **8** | **START BUSINESS OPERATIONS AT DRC** | **48 – 49** |  | 17/06/2022(Friday)  08:00 – 17:30 |
| **9** | **RETURN TO NORMALCY** | **50 - 90** |  | 17/06/2022(Friday) & 18/06/2022 (Saturday)  18:45 – 13:00 |
| **10** | **BUSINESS AS USUAL @ PRODUCTION, BANGI** | **91** |  | - |
| **11** | **End of Test Activity** | **-** |  | - |

# DR LIVE RUN 2022 Planning

|  |
| --- |
| **DISASTER RECOVERY LIVE RUN**  **FOR CRITICAL BUSINESS FUNCTIONS (CBF) via Replicated Volume**  **ACTIVITY – PLANNING**  **15/06/2022 (Wednesday)**  **Time: 08:30 – 17:30**  **Venue: refer to the list of venue (first page)** |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Result** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| 1. | Create Change  Management System  Record | **ITSM: C112179** | Successful |  | **Nur Hasyareena**  IT Project Management | **Nor Azura**  IT Project Management | 08:30 | 17:30 |  |
| 2. | System Version Form | To endorse system (OS, DB, Apps, Web) version for production and DR System is synced. | Successful |  | **Norhafizah Baharudin**  Infrastructure  Network &  Data Centre Division | **Ahmad**  **Suhaimi Ab**  **Rahman**  Infrastructure  Network &  Data Centre Division | 08:30 | 17:30 |  |

# DR LIVE RUN (DR FAILOVER TO DRC, STRATEQ)

## PREPARATION

|  |
| --- |
| **DISASTER RECOVERY LIVE RUN**  **FOR CRITICAL BUSINESS FUNCTIONS (CBF) VIA REPLICATED VOLUME**  **ACTIVITY – PREPARATION**  **16/06/2022 (Thursday) & 17/06/2022 (Friday)**  **Time: 18:00 – 02:20**  **Venue: refer to the list of venue (first page)** |

### Overall Readiness

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Result** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 3.1 | Paynet Services (SAN/Mydebit) Disaster Recovery Activity Status Update | 1. BCM to provide the status and readiness of Paynet services (SAN/MyDebit) at DR 2. In the event of Paynet services (SAN/MyDebit) DR activities failed, BSN management to revaluate the DR Live Run activities (Go or No No) | Successful |  | **BCM**  ***(Wisma BSN)*** | **IT DR Team**  ***(Wisma BSN)*** | 08:00 | 09:00 |  |
| 3.2 | ITD Service Desk operation and contact numbers at Wisma BSN. | a. Answer calls of the problems.  b. Manage/escalate issue.  Contact numbers for ITD Service Desk:  Ext : 13223 (03-2028 3263)  Ext : 13222 (03-2028 3263) | Successful |  | **Nor Azam** IT Service Delivery Management  ***(Wisma BSN)*** | **Hj Narimah** IT Service Delivery Management  ***(Wisma BSN)*** | 01:00 17/06 | 09:00  17/06 |  |
| 3.3 | Contact numbers for Data Network at Wisma BSN. | Contact number for Data Network:  HP: 017 6773453 | Successful |  | **Fatin Shahmira**  Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | **Mohd Faiz Hamid**  Infrastructure  Network &  Data Centre  Division ***(Wisma BSN)*** | 20:00 16/06 | 09:00  17/06 |  |
| 3.4 | Contact numbers for System Security Administrator | Contact number for User ID and Password  Ext : 13224 (03-2028 3257)  Ext: 13225 (03-2028 3257)  HP: 018-7824861 (Noor Haslily)  HP: 019- 2677317 (Rozita) | Successful |  | **Noor Haslily Mohd Haniff**  IT Security  Division, ITD (***Wisma BSN)*** | **Rozita**  IT Security  Division, ITD (***Wisma BSN)*** | 20:00 16/06 | 09:00  17/06 |  |
| 3.5 | Device Management  Support for Users  Location: -   1. Strateq 2. VPN 3. CUN, KL 4. Wisma BSN | Testing venues:   * Strateq * VPN * CUN, KL * Wisma BSN | Successful |  | **Mohd Afiq Aiman**  **Mohd Yusof**  **Mohd Hatta (Wisma BSN)**  **&**  **Mohamad Faris**  **Abdul Muiz**  **(Strateq)** | **Shahrinawati**  **Mohd Johari**  **Mohd Syahrir**  **Nazrul Akram**  **Mohd Kamizan**  **(Wisma BSN)**  **&**  **Mohamad Faris**  **Abdul Muiz**  **(Strateq)** | 20:00 16/06 | 09:00  17/06 |  |

### Backup & Batch Job Processing (18:00 – 00:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 4.1 | Start Juris Backup (earlier) at Production system, Bangi | Run Juris backup at 6:00pm | Successful |  | **Syaiful Nizam Anuar**  Infrastructure  Network &  Data Centre  Division  ***(Bangi)*** | **Tukiran Takim**  Infrastructure  Network &  Data Centre  Division  **(Bangi*)*** | 18:00 | 20:00 | NEXT Step#  13.6  (Bring Down Juris) |
| 4.2 | Mandatory batch runs at Production system, Bangi.  (Asccend) | Asccend batch job Part 1 | Successful |  | **Nor Zaiasron Yahaya**  Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | **Ahmad**  **Shahruddin**  **Baharom**  Infrastructure  Network &  Data Centre  Division (***Wisma BSN)*** | 22:15 | 00:00 | Asccend Mandatory Batch to be run at DR |
| 4.3 | Batch run at Production system, Bangi for ICBS & BI Publisher | 1.      **ICBS**  i.  All ICBS Batch that run before 12:00 am for 16/06/2022 must be run as normal at Production system, Bangi. List of jobs as follow:  -          ICBS LOAD-EP-INPUT  -          ICBS PRE-EOD  -          ICBS IN-IBG-W6@2100  -          ICBS BATCH Pt1  -          ICBS BKP RMAN-INCR  -          ICBS GATHERSTAT@23:45  -          ICBS CLEAN-LOG  -          ICBS CHG-DATE-00  ii. Hold ICBS Batch Part 2 (to be run at DR)  Completion of ICBS Batch (E: 00:00)   1. **BI PUBLISHER**  i. Hold BI Publisher batch (to be run at DR)   ii. Backup BI Publisher will be suspended till 18/06/2021 | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division  ***(Bangi)*** | **Syaiful Nizam Anuar**  **/Tukiran Takim**  Infrastructure  Network &  Data Centre  Division (***Bangi)*** | 21:30 | 00:00 | Start @ 21:30 |
| 4.4 | Wintel Batch Run at Production system, Bangi (Loyalty) | 1. Loyalty | Successful |  | **Zuhaida**  **Mohamad**  Application  Management  Division  **(Wisma BSN*)*** | **Nurhafiz Shamssudin** Application  Management  Division  **(Wisma BSN*)*** | 21:00 | 21:15 | Start @ 21:00 |
| 4.5 | Wintel Batch Run at Production system, Bangi (CDB) | CDB (runs before ICBS) | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division  ***(Bangi)*** | **Asrol Amri Daod**  Applications Management  Division  ***(Wisma BSN)*** | 20:15 | 20:45 | Start @ 20:15 |
| 4.6 | Wintel Batch Run at Production system, Bangi (RENTAS) | RENTAS  (Email Notification) | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division  ***(Bangi)*** | **Mohd Azreen Othman**  Application  Management  Division, ITD  ***(Wisma BSN)*** | 22:30 | 23:30 | Start @ 22:30 |
| 4.7 | Backup for IBG/DD Payswitch | Perform backup on IBG/DD Payswitch Server | Successful |  | **Mohd Dhiyaurrahman Mohd Shakib**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | **Muhammad**  **Izzat Ramli**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | 22:30 | 23:00 | Start @ 22:30 |

### Get Replication Status (21:00 – 22:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Result** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 5.1 | To get the status of replication process. | HPE 3PAR Storage Replication for physical servers. | Successful |  | **Mohd Zuwairi Kamarudin**  Infrastructure  Network &  Data Centre  Division  *(****Strateq)*** | **Shahril Anuar Ahmad**  Infrastructure  Network &  Data Centre  Division  *(****Strateq)*** | 21:00 | 22:00 | Start @ 21:00 |
| 5.2 | To get the status of replication process. | IBM TPCR Storage Replication for ICBS, BI Publisher, Juris, Mainframe & Wintel. | Successful |  | **Shahril Anuar Ahmad**  Infrastructure  Network &  Data Centre  Division  *(****Strateq)*** | **Mohd Zuwairi Kamarudin**  Infrastructure  Network &  Data Centre  Division  *(****Strateq)*** | 21:00 | 22:00 | Start @ 21:00 |
| 5.3 | To get the status of replication process. | Mimix DB2 for Asccend. | Successful |  | **Mohd. Zailani**  Infrastructure  Network &  Data Centre  Division  *(****Strateq)*** | **Mazlan Muhammad**  Infrastructure  Network &  Data Centre  Division  *(****Strateq)*** | 21:00 | 22:00 | Start @ 21:00 |

### Bring down Wintel at Production system, Bangi (22:00 – 01:00)

**WINTEL Systems will be brought down in 3 Stages.**

#### Bring Down WINTEL System (Stage 1) (22:00 – 23:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| **Stage 1 – 22:00 – 23:00 (BRING DOWN WINTEL SYSTEMS) (Non Core)** | | | | | | | | | |
| 6.1 | Bring down Wintel at Production system, Bangi  (Stage 1)  To be staggered shutdown from 22:00 onwards. | Bring Down:  eSPICK | Successful |  | **Dzuol Hassan Bin Dolman**  ***(Strateq)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.2 | Bring Down:  Mobile banking | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.3 | Bring Down:  MLQMS | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.4 | Bring Down:  BASys | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.5 | Bring Down:  ITMS | Successful |  | **Muhamad**  **Khalil Mohd**  ***(Wisma BSN)*** | **Dzuol Hassan Bin Dolman**  ***(Strateq)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.6 | Bring Down:  BSH\GINI | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.7 | Bring Down:  SSM | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.8 | Bring Down:  IFAS | Successful |  | **Muhamad**  **Khalil Mohd**  ***(Wisma BSN)*** | **Dzuol Hassan Bin Dolman**  ***(Strateq)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.9 | Bring Down:  File Integrity Monitoring | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.10 | Bring Down:  EB | Successful |  | **Shahril Bin Said**  ***(Wisma BSN)*** | **Saiful Azlan Bin Ahmad**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.11 | Bring down Wintel at Production system, Bangi  (Stage 1)  To be staggered shutdown from 22:00 onwards. | Bring Down:  DCA | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.12 | Bring Down:  CSS | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.13 | Bring Down:  CCRIS | Successful |  | **Dzuol Hassan Bin Dolman**  ***(Strateq)*** | **Muhamad**  **Khalil Mohd**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.14 | Bring Down:  Activate | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.15 | Bring Down:  Shared Folder \\MSFSA038 | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.16 |  | Bring Down:  Shared Folder \\MSFSA118 | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.17 |  | Bring Down:  Shared Folder \\MSFSA226 | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.18 |  | Bring Down:  Shared Folder \\MSFSA169 | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.19 | Bring down Wintel at Production system, Bangi  (Stage 1)  To be staggered shutdown from 22:00 onwards. | Bring Down:  HR4U | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.20 | Bring Down:  IDMS | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.21 | Bring Down:  CMSys | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.22 | Bring Down:  BoardPac | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.23 | Bring Down:  BSN Insight/SharePoint | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 6.24 | Bring Down:  EMM | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |

***Proceed with Section 6.1.5.1- WINTEL Health Check (Stage 1)* (After 15 mins)**

#### Bring Down WINTEL System (Stage 2) (23:00 – 00:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Stage 2 – 23:00 – 00:00 (BRING DOWN WINTEL SYSTEMS) (Non Core)** | | | | | | | | | |
| 7.1 | Bring down Wintel at Production system, Bangi  (Stage 2)  To be staggered shutdown from 23:00 onwards. | Bring Down:  BSN Infosite | Successful |  | **Shahril Bin Said**  ***(Wisma BSN)*** | **Saiful Azlan Bin Ahmad**  ***(Wisma BSN)*** | 23:00 | 00:00 | Start @ 23:00 |
| 7.2 | Readiness for system:  ATM DIEBOLD AV | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:00 | 00:00 | Start @ 23:00 |
| 7.3 | Bring Down:  ATM NCR AV | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:00 | 00:00 | Start @ 23:00 |
| 7.4 | Bring Down:  ATM NCR HDE | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:00 | 00:00 | Start @ 23:00 |
| 7.5 | Bring Down:  CDM CL AV | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:00 | 00:00 | Start @ 23:00 |
| 7.6 | Bring Down:  CDM CL HDE | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:00 | 00:00 | Start @ 23:00 |
| 7.7 | Bring Down:  CaRM OKI AV | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:00 | 00:00 | Start @ 23:00 |
| 7.8 | Bring Down:  eSDMS | Successful |  | **Muhamad**  **Khalil Mohd**  ***(Wisma BSN)*** | **Dzuol Hassan Bin Dolman**  ***(Strateq)*** | 23:00 | 00:00 | Start @ 23:00 |
| 7.9 | Bring Down:  Loan eStatement | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:00 | 00:00 | Start @ 23:00 |
| 7.10 |  | Bring Down:  BioPak | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:00 | 00:00 | Start @ 23:00 |

***Proceed with Section 6.1.5.2 - WINTEL Health Check (Stage 2)* (After 15 mins)**

#### Bring Down WINTEL System (Stage 3) (00:00 – 01:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Stage 3 – 00:00 – 01:00 (BRING DOWN WINTEL SYSTEMS) (Channel Related to Core System)** | | | | | | | | | |  | Bring Down:  25. IB FPX | Successful |  | **\_\_\_\_\_\_\_\_\_\_\_**  **Hanif Mohd**  **Jaffar** | **\_\_\_\_\_\_\_\_\_\_\_**  **Muhamad**  **Khalil Mohd** | 00:00 | 01:00 |  |
| 8.1 | Bring down Wintel at Production system, Bangi  (Stage 3)  To be staggered shutdown from 00:00 onwards. | Bring Down:  RENTAS | Successful |  | **Muhamad Khalil Bin Mohamad**  **(Wisma BSN)** | **Saiful Azlan Bin Ahmad**  **(Wisma BSN)** | 00:00 | 01:00 | Start @ 00:00 |
| 8.2 | Bring Down:  IB FPX | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | Start @ 00:00 |
| 8.3 | Bring Down:  IB Jom Pay | Successful |  | **Shahril Bin Said**  ***(Wisma BSN)*** | **Saiful Azlan Bin Ahmad**  ***(Wisma BSN)*** | 00:00 | 01:00 | Start @ 00:00 |
| 8.4 | Bring Down:  IB myBSN | Successful |  | **Shahril Bin Said**  ***(Wisma BSN)*** | **Saiful Azlan Bin Ahmad**  ***(Wisma BSN)*** | 00:00 | 01:00 | Start @ 00:00 |
| 8.5 | Bring Down:  Retail eStatement | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | Start @ 00:00 |
| 8.6 | Bring Down:  Bizfuse | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | Start @ 00:00 |
| 8.7 | Bring Down:  TLE | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | Start @ 00:00 |
| 8.8 | Bring Down:  NCC  Assisted by Vendor | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | Start @ 00:00 |
| 8.9 | Bring Down:  Zena | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | Start @ 00:00  Wait for ICBS Batch Complete |
| 8.10 | Bring Down:  Staging Server MSSGA778 for Asccend | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | After Step # 4.2 (Asccend Batch Complete) |
| 8.11 | Bring Down:  Staging Server SAFTA017 for SAFTA | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | After Step # 4.2 (Asccend Batch Complete) |
| 8.12 | Bring Down:  Payswitch (IBG & DD) | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | @00:30 |
| 8.13 |  | Bring Down:  Loyalty system | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | After Step # 4.4 (Loyalty Batch Complete) |
| 8.14 |  | Bring Down:  IMX | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | Start @ 00:00 |
| 8.15 |  | Bring Down:  CDB | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | After Step # 4.5 (CDB Batch Complete) |

***Proceed with Section 6.1.5.3- WINTEL Health Check (Stage 3)* (After 15 mins)**

### WINTEL Health Check @ DR Strateq (22:15 – 01:15)

#### WINTEL Health Check (Stage 1) (22:15 – 23:15)

**Perform Health Check after completing the bring down of WINTEL**

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| **Stage 1 – 22:15 – 23:15 (HEALTH WINTEL SYSTEMS)** | | | | | | | | | |
| 9.1 | Health check on Wintel at DR, Strateq  (Stage 1) | Health Check:  eSPICK | Successful |  | **Dzuol Hassan Bin Dolman**  ***(Strateq)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:15 | 23:15 | 15 min after 6.1.4.1 - Bring Down WINTEL System (Stage 1) |
| 9.2 | Health Check:  Mobile banking | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:15 | 23:15 |
| 9.3 | Health Check:  MLQMS | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:15 | 23:15 |
| 9.4 | Health Check:  BASys | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:15 | 23:15 | 15 min after 6.1.4.1 - Bring Down WINTEL System (Stage 1) |
| 9.5 | Health Check:  ITMS | Successful |  | **Muhamad**  **Khalil Mohd**  ***(Wisma BSN)*** | **Dzuol Hassan Bin Dolman**  ***(Strateq)*** | 22:15 | 23:15 |
| 9.6 | Health Check:  BSH\GINI | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:15 | 23:15 |
| 9.7 | Health check on Wintel at DR, Strateq  (Stage 1) | Health Check:  SSM | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:15 | 23:15 | 15 min after 6.1.4.1 - Bring Down WINTEL System (Stage 1) |
| 9.8 | Health Check:  IFAS | Successful |  | **Muhamad**  **Khalil Mohd**  ***(Wisma BSN)*** | **Dzuol Hassan Bin Dolman**  ***(Strateq)*** | 22:15 | 23:15 |
| 9.9 | Health Check:  File Integrity Monitoring | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:15 | 23:15 |
| 9.10 | Health Check:  EB | Successful |  | **Shahril Bin Said**  ***(Wisma BSN)*** | **Saiful Azlan Bin Ahmad**  ***(Wisma BSN)*** | 22:15 | 23:15 | 15 min after 6.1.4.1 - Bring Down WINTEL System (Stage 1) |
| 9.11 | Health Check:  DCA | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:15 | 23:15 |
| 9.12 | Health Check:  CSS | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:15 | 23:15 |
| 9.13 | Health Check:  CCRIS | Successful |  | **Dzuol Hassan Bin Dolman**  ***(Strateq)*** | **Muhamad**  **Khalil Mohd**  ***(Wisma BSN)*** | 22:15 | 23:15 |
| 9.14 | Health Check:  Activate | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:15 | 23:15 | 15 min after 6.1.4.1 - Bring Down WINTEL System (Stage 1) |
| 9.15 | Health Check:  Shared Folder \\MSFSA038 | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:15 | 23:15 |
| 9.16 | Health check on Wintel at DR, Strateq  (Stage 1) | Health Check:  Shared Folder \\MSFSA118 | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:15 | 23:15 |
| 9.17 |  | Health Check:  Shared Folder \\MSFSA226 | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:15 | 23:15 | 15 min after 6.1.4.1 - Bring Down WINTEL System (Stage 1) |
| 9.18 |  | Health Check:  Shared Folder \\MSFSA169 | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:15 | 23:15 |
| 9.19 |  | Health Check:  HR4U | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:15 | 23:15 |
| 9.20 |  | Health Check:  IDMS | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:15 | 23:15 |
| 9.21 |  | Health Check:  CMSys | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:15 | 23:15 |
| 9.22 | Health check on Wintel at DR, Strateq  (Stage 1) | Health Check:  BoardPac | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:15 | 23:15 | 15 min after 6.1.4.1 - Bring Down WINTEL System (Stage 1) |
| 9.23 | Health Check:  BSN Insight/SharePoint | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:15 | 23:15 |
| 9.24 | Health Check:  EMM | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:15 | 23:15 |

#### WINTEL Health Check (Stage 2) (23:15 – 00:15)

**Perform Health Check after completing the bring down of WINTEL**

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Stage 2 – 23:15 – 00:15 (BRING DOWN WINTEL SYSTEMS)** | | | | | | | | | |
| 10.1 | Health check on Wintel at DR, Strateq  (Stage 2) | Health Check:  BSN Infosite | Successful |  | **Shahril Bin Said**  ***(Wisma BSN)*** | **Saiful Azlan Bin Ahmad**  ***(Wisma BSN)*** | 23:15 | 00:15 | 15 min after 6.1.4.2 - Bring Down WINTEL System (Stage 2) (23:00 – 00:00) |
| 10.2 | Health Check:  ATM DIEBOLD AV | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:15 | 00:15 |
| 10.3 | Health Check:  ATM NCR AV | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:15 | 00:15 |
| 10.4 | Health Check:  ATM NCR HDE | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:15 | 00:15 | 15 min after 6.1.4.2 - Bring Down WINTEL System (Stage 2) (23:00 – 00:00) |
| 10.5 | Health Check:  CDM CL AV | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:15 | 00:15 |
| 10.6 | Health Check:  CDM CL HDE | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:15 | 00:15 |
| 10.7 | Health Check:  CaRM OKI AV | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:15 | 00:15 |
| 10.8 | Health Check:  eSDMS | Successful |  | **Muhamad**  **Khalil Mohd**  ***(Wisma BSN)*** | **Dzuol Hassan Bin Dolman**  ***(Strateq)*** | 23:15 | 00:15 | 15 min after 6.1.4.2 - Bring Down WINTEL System (Stage 2) (23:00 – 00:00) |
| 10.9 | Health Check:  Loan eStatement | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:15 | 00:15 |
| 10.10 | Health check on Wintel at DR, Strateq  (Stage 2) | Health Check:  BioPak | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:15 | 00:15 |  |

#### WINTEL Health Check (Stage 3) (00:15 – 01:15)

**Perform Health Check after completing the bring down of WINTEL**

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Stage 3 – 00:15 – 01:15 (BRING DOWN WINTEL SYSTEMS)** | | | | | | | | | |  | Bring Down:  25. IB FPX | Successful |  | **\_\_\_\_\_\_\_\_\_\_\_**  **Hanif Mohd**  **Jaffar** | **\_\_\_\_\_\_\_\_\_\_\_**  **Muhamad**  **Khalil Mohd** | 00:00 | 01:00 |  |
| 11.1 | Health check on Wintel at DR, Strateq  (Stage 3) | Health Check:  RENTAS | Successful |  | **Muhamad Khalil Bin Mohamad**  **(Wisma BSN)** | **Saiful Azlan Bin Ahmad**  **(Wisma BSN)** | 00:15 | 01:15 | 15 min after 6.1.4.3 Bring Down WINTEL System (Stage 3) (00:00 – 01:00) |
| 11.2 | Health Check:  IB FPX | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:15 | 01:15 | 15 min after 6.1.4.3 Bring Down WINTEL System (Stage 3) (00:00 – 01:00) |
| 11.3 | Health Check:  IB Jom Pay | Successful |  | **Shahril Bin Said**  ***(Wisma BSN)*** | **Saiful Azlan Bin Ahmad**  ***(Wisma BSN)*** | 00:15 | 01:15 |
| 11.4 | Health Check:  IB myBSN | Successful |  | **Shahril Bin Said**  ***(Wisma BSN)*** | **Saiful Azlan Bin Ahmad**  ***(Wisma BSN)*** | 00:15 | 01:15 |
| 11.5 | Health Check:  Retail eStatement | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:15 | 01:15 |
| 11.6 | Health Check:  Bizfuse | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:15 | 01:15 | 15 min after 6.1.4.3 Bring Down WINTEL System (Stage 3) (00:00 – 01:00) |
| 11.7 | Health Check:  TLE | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:15 | 01:15 |
| 11.8 | Health Check:  NCC  Assisted by Vendor | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:15 | 01:15 |
| 11.9 | Health Check:  Zena | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:15 | 01:15 |
| 11.10 | Health Check:  Staging Server MSSGA778 for Asccend | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:15 | 01:15 | 15 min after 6.1.4.3 Bring Down WINTEL System (Stage 3) (00:00 – 01:00) |
| 11.11 | Health Check:  Staging Server SAFTA017 for SAFTA | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:15 | 01:15 |
| 11.12 | Health Check:  Payswitch (IBG & DD) | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:15 | 01:15 |
| 11.13 | Health Check:  Loyalty system | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:15 | 01:15 |
| 11.14 |  | Health Check:  IMX | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:15 | 01:15 |  |
| 11.15 |  | Health Check:  CDB | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:15 | 01:15 | 15 min after 6.1.4.3 Bring Down WINTEL System (Stage 3) (00:00 – 01:00) |

### Email Switching to DR (00:00 – 03:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 12 | Switch Email System to DR, Strateq | Activate DAG to DR, Strateq | Successful |  | **Hanif Mohd Jaffar**  Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | **Muhamad Khalil Mohd**  Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | 00:00 | 03:00 | Start @ 00:00 |

### Bring Down JURIS Server (22:00 – 23:50)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 13.1 | Disable Load Balancer for Juris Services | Disable Load Balancer for Juris Services only | Successful |  | **Sairuddin**  **Saidi**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | 22:00 | 22:10 | Start After Step# 4.1 (Juris Backup Complete) |
| 13.2 | Disable and Verify Juris CronJob at Production system, Bangi | Disable Juris Cronjob before sync/replication to DR activity  Verify Juris Cronjob DB already disabled | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | **Sairuddin**  **Saidi**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | 22:10 | 22:20 | After Step # 13.1 |
| 13.3 | Bring down Juris at Production system, Bangi | Bring down Juris application and services | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | **Sairuddin**  **Saidi**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | 22:20 | 22:45 | After Step # 13.2 |
| 13.4 | Data Verification #1 Juris at Production system, Bangi | SQL Query for Juris Data  (Before Switch Over DR) | Successful |  | **Nor Azmi** Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | **Mohd Ezzat Ameer** Application  Management  Division, ITD  **(Strateq)** | 22:45 | 23:05 | After Step # 13.3 |
| 13.5 | Bring down Juris Oracle DB at Production system, Bangi | Shut down Juris DB | Successful |  | **Rul Nafeeza Munir**  Infrastructure  Network &  Data Centre Division ***(Strateq)*** | **Muhammad**  **Izzat Ramli**  Infrastructure  Network &  Data Centre Division ~~(~~***Strateq)*** | 23:05 | 23:35 | After Step# 13.4 |
| 13.6 | Bring down Juris DB server at Production system, Bangi | Bring down Juris DB server   1. Zvm LPAR 3 2. OS LPAR 3 3. ASM Juris | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division ~~(~~***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre Division  ~~(~~***Strateq)*** | 23:35 | 23:50 | After Step# 13.5 |

### Bring Down BI Publisher (23:00 – 00:40)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 14.1 | Bring down BI Publisher Weblogic services at production system, Bangi | Stop Weblogic BI Publisher services | Successful |  | **Rul Nafeeza Munir**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | **Azahary Omar** Infrastructure  Network &  Data Centre Division  (***Strateq)*** | 23:00 | 23:10 | Start @ 23:00 |
| 14.2 | Bring down BI Publisher application server at production system, Bangi | Shutdown BI Publisher application server | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre Division (***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre  Division (***Strateq)*** | 23:10 | 23:20 | After Step# 14.1 |
| 14.3 | Data Verification #1 BI Publisher at Production system, Bangi | SQL Query for BI Publisher  (Before Switch Over to DR) | Successful |  | **Mohd Furqan** Applications Management  **(Wisma BSN)** | **Nur Azura Alias** Applications Management  **(Wisma BSN)** | 23:20 | 23:50 | After Step# 14.2 |
| 14.4 | Bring down CBRPT DB at production system, Bangi | Shutdown CBPRT Oracle DB | Successful |  | **Rul Nafeeza Munir**  Infrastructure  Network &  Data Centre Division ***(Strateq)*** | **Muhammad**  **Izzat Ramli**  Infrastructure  Network &  Data Centre Division ~~(~~***Strateq)*** | 23:50 | 00:20 | After Step# 14.3 |
| 14.5 | Shut down CBRPT DB server at production system, Bangi | Shutdown CBPRT DB server   1. Zvm LPAR 2 2. OS LPAR 2 3. ASM Juris | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division **(*Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre Division  ***(Strateq)*** | 00:20 | 00:40 | After Step# 14.4 |

### Reroute RPP Gateway (00:00 – 01:30)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 15 | RPP - RPP Gateway #1 and Bring Down RPP | 1. Reroute transaction to switch 2 and switch 4 (Move endpoint to DR switch 2 and switch 4) 2. Make sure transaction only come into the switch 2 and switch 4 (Platform Manager) 3. Sync to DB1 and DB3 4. Sign off from PayNet 5. Bring down UI PROD 6. Perform switchover to DR 7. Promote Switch 2 as Master and Switch 4 as Slave   Once switch 2 and switch 4 is up, start ICEXS 2 and ICEXS 4   1. Bring up UI Server DR 2. Change NRT database connection to NRT2 Via Config Builder 3. Bring Down RPP Server   Ensure all RPP components is up and running | Successful |  | **Mohd Akif Fitri Mohammad**  Applications Management  Division  ***(Wisma BSN)*** | **Muhammad Khairul Firas**  Applications Management  Division ***(Wisma BSN)*** | 00:00 | 01:30 | Start @ 00:00 |

### Bring Down ICBS Server (00:00 – 01:40)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 16.1 | Disable Load Balancer for ICBS & MQ Service at Production system, Bangi | 1. Disable ICBS Load Balancer Services  2. Disable MQ Load Balancer | Successful |  | **Sairuddin**  **Saidi**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | 00:00 | 00:05 | Start @ 00:00  &  Wait for Step # 4.3  ICBS Batch to Complete |
| 16.2 | Bring down ICBS WebLogic at Production system, Bangi | Stop Weblogic ICBS services | Successful |  | **Rul Nafeeza Munir**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | **Azahary Omar** Infrastructure  Network &  Data Centre Division  (**Strateq*)*** | 00:05 | 00:25 | After Step # 16.1 |
| 16.3 | Bring down ICBS at Production system, Bangi | Bring down ICBS application Server | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre  Division (***Strateq)*** | 00:20 | 00:35 | After Step # 16.2 |
| 16.4 | Data Verification #1 ICBS, at Production system, Bangi | 1. SQL Query for ICBS Data  (Before Switch Over to DR) 2. SQL Query total transaction count by year and sampling transaction. (Before Switch Over to DR)   Extract sampling of 5000 CIS records based on PHPR\_ID range (Before Switch Over to DR) | Successful |  | **Zakariya Ahmad** Application  Management  Division, ITD  ***(Wisma BSN)*** | **Mohd Dzul**  Application  Management  Division, ITD  ***(Wisma BSN)***  ***+***  ***Sat Wai Yun***  (DGU)  (***Wisma BSN)*** | 00:35 | 01:05 | After Step # 16.3 |
| 16.5 | Bring down ICBS Oracle DB at Production system, Bangi | Shutdown ICBS Oracle DB | Successful |  | **Rul Nafeeza**  **Munir**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Muhammad**  **Izzat Ramli**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | 01:05 | 01:25 | After Step # 16.4 |
| 16.6 | Bring down ICBS DB server at Production system, Bangi | Shutdown ICBA DB server   1. Zvm LPAR 1 2. OS LPAR 1 3. ASM Juris | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre  Division (***Strateq)*** | 01:25 | 01:40 | After Step # 16.5 |

### Bring Down Asccend (00:00 – 01:15)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 17.1 | Sign off VISA and Mastercard at Production system, Bangi | Sign off to VISA and Mastercard  Successful criteria to sign off VISA & MasterCard, until the message SIGN OFF appears at following screens:   1. VISA BASE I Interface   MasterCard INAS Interface  DebitCard Interface  Run query for Asccend system after signoff VISA Mastercard & eDebit | Successful |  | **Nor Zaiasron Yahaya**  Infrastructure  Network &  Data Centre  Division ***(Wisma BSN)*** | **Mazlan Muhammad**  Infrastructure  Network &  Data Centre  Division  *(****Strateq)*** | 00:00 | 00:15 | After Asccend Batch Step# 4.2  job completes  &  Start @ 00:00 |
| 17.2 | | Call Visa & Master | Call Visa & Master card to inform DR Live run and ensure line is active | Successful |  | **Saridah Ibrahim**  Application  Management  Division, ITD  ***(Wisma BSN)*** | **Liliza Mohamad**  Application  Management  Division, ITD  ***(Wisma BSN)*** | 00:00 | 01:00 | Start @ 00:00 |
| 17.3 | Bring down Asccend at Production system, Bangi | Bring down Asccend subsystem  **BSNPRDASP** - (ASCCEND Service Provider)  **BSNPRDESA** - (Electronic Sales Acquiring)  **BSNPRDANI** - (Authorization Network Interface)  **BSNPRDSDI** - (Security Device Interface)  **BSNPRDRTR** - (Router) | Successful |  | **Mohamad Zailani Zainol Abidin**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | **Mazlan Muhammad**  Infrastructure  Network &  Data Centre  Division  **(Strateq*)*** | 00:15 | 00:30 | After Step # 17.1 (Signoff) |
| 17.4 | Readiness of Asccend and Mimix DB2 replication process at DR Strateq | To fall over identified Asccend libraries before bring up Asccend Handler.   * Check Mimix replication status and health * Stop Mimix in DR site * Perform Role Swap (DR->PROD) * Start Replication (DR->PROD) | Successful |  | **Mohamad**  **Zailani Zainol Abidin**  Infrastructure  Network &  Data Centre  Division  *(****Strateq)*** | **Mazlan Muhammad**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | 00:30 | 01:15 | After Step #17.3 (Bring Down Asccend) |

### Bring Down Mainframe & Datapower (23:45 – 00:55)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | | **Note /Remarks** | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | | **End** |
| 18.1 | Close All ATM  &  Close OUT | 1. T127 Option 02    * To bring down the following system on 16/06/22 to Close all ATM by 11:45pm 2. T127 Option 16    * Close Out | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division ***(Bangi)*** | **Ahmad bin Ismail**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | | 23:45 | 00:00 | | Start @ 23:45 |
| 18.2 | Sign off ATM Service (MEPS, VISA PLUS, Mastercard Cirrus & MyDebit) at Production system, Bangi | Sign off to:   1. MEPS, 2. VISA PLUS, 3. Mastercard cirrus & 4. MyDebit   is at SNFCICS, Mainframe. | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division ***(Bangi)*** | **Ahmad bin Ismail**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | 00:00 | | 00:15 | After Step# 18.1 | |
| 18.3 | Switching Journal | * Switch ATM journal * Switch SNF journal | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division ***(Bangi)*** | **Ahmad bin Ismail**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | | 00:15 | 00:25 | | After Step# 18.2 |
| 18.4 | SET New Date | * T018 Option 01   + To set system new date | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division ***(Bangi)*** | **Ahmad bin Ismail**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | | 00:25 | 00:35 | | After Step# 18.3 |
| 18.5 | Bring down Mainframe online systems and services at Production system, Bangi | Bring down the following services:   1. SNFCIC21 2. SEACIS 3. CDICICS 4. IPMCICS 5. IPMCICS 6. ATMCICS | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division ***(Bangi)*** | **Ahmad bin Ismail**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | 00:35 | | 00:55 | After Step# 18.4 | |
| 18.6 | Bring down MQ Server at Production system, Bangi | Shut down MQ Server | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division **(*Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre Division  ***(Strateq)*** | 00:35 | | 00:55 | After Step# 18.4 | |
| 18.7 | Stop services at Data Power at Production system, Bangi | Shut down Data Power Services | Successful |  | **Rubendran al**  **Kunasagaran**  Infrastructure  Network &  Data Centre  Division  (***Strateq)*** | **Mohd Azmin Abu Bakar**  Application  Management  Division (***Strateq)*** | 00:35 | | 00:55 | After Step# 18.4 | |

### QRadar Preparation & Health Check (00:00 – 01:00)

| **No** | **Process** | **Detail Step** | | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | | **End** |
| 19 | QRadar preparation and health check | 1. Network verification  2. AIO Application readiness  3. Ensure readiness of QRadar at DRC | Successful | |  | **Faizal Faiz Othman**  IT Security  Division  (***Strateq***) | **Azizul Abd Talib**  IT Security  Division  **(*Strateq*)** | 00:00 | 01:00 | | Start @ 00:00 |

### Suspend Replication 00:55 – 02:10)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 20.1 | Suspend replication process from Production system Bangi to DR, Strateq.  HPE 3PAR Storage Replication for physical servers: | HPE 3PAR Storage Replication for physical servers:   1. Suspend HPE 3PAR storage replication 2. HPE 3PAR to use Replicated Volume 3. Check Data Version as of XX:XX | Successful |  | **Shahril Anuar Ahmad**  Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | **Mohd Zuwairi Kamarudin**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | 01:00 | 01:20 | After Step # 6,7 & 8  (All Items) Completed  All WINTEL Server are down @ Production |
| 20.2 | Suspend replication process from Production system Bangi to DR, Strateq.  IBM Storage Replicated Volume | IBM Storage Replicated Volume for  Open Systems:   1. Suspend IBM Storage   Replication   1. IBM Storage Replicated Volume to be used. 2. Check Data Version as of XX:XX | Successful |  | **Shahril Anuar Ahmad**  Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | **Mohd Zuwairi Kamarudin**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | 01:00 | 01:20 | After Step # 6,7 & 8  (All Items) Completed  All WINTEL Server are down @ Production |
| 20.3 | Suspend replication process from Production system Bangi to DR, Strateq.  IBM Storage Replicated Volume for ICBS, BI Publisher & Juris DB | IBM Storage Replicated Volume for ICBS, BI Publisher & Juris DB Server:   1. Suspend IBM Storage Replication IBM Storage FS9150 2. IBM Storage Replicated Volume to be used (from ICBS (z/VM, SUSE and ASM volume)), BI Publisher (z/VM, SUSE, and ASM volume), Juris (z/VM, SUSE and ASM) at FS9150. 3. Check Data Version as of XX:XX | Successful |  | **Shahril Anuar Ahmad**  Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | **Mohd Zuwairi Kamarudin**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | 01:50 | 02:00 | After Step # 16.6  (Bring Down ICBS) |
| 20.4 | Suspend replication process from Production system Bangi to DR, Strateq.  IBM Storage Replicated Volume for ICBS, BI Publisher & Juris Apps | IBM Storage Replicated Volume for ICBS, BI Publisher & Juris Apps Server:   1. Suspend IBM Storage   Replication IBM Storage FS9150 for ICBS, BI Publisher & JURIS Apps server LUN   1. IBM Storage Replicated Volume to be used for ICBS, BI Publisher and Juris Apps. 2. Check Data Version as of XX:XX | Successful |  | **Shahril Anuar Ahmad**  Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | **Mohd Zuwairi Kamarudin**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | 01:50 | 02:00 | After Step # 16.6  (Bring Down ICBS) |
| 20.5 | Suspend replication process from Production system Bangi to DR, Strateq.  IBM Storage Replicated Volume for Mainframe: | IBM Storage Replicated Volume for Mainframe:  Suspend IBM Storage Replication Mainframe (related LUN only)  Recovery Replication Data  Data Version as of XX:XX | Successful |  | **Rubendran al**  **Kunasagaran**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | **Ahmad bin Ismail**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | 00:55 | 01:10 | After Step # 18.7  (Bring Down Mainframe) |
| 20.6 | Perform Flashcopy on all Core Production data at Production system, Bangi | Make a flashCopy #1 as a precautionary measure: -   1. IBM FS9150  * ICBS DB * JURIS DB * BI Pub DB  1. IBM FS9150  * ICBS Apps * JURIS Apps * BI Pub Apps | Successful |  | **Shahril Anuar Ahmad**  Infrastructure  Network &  Data Centre  Division (**Strateq*)*** | **Mohd Zuwairi Kamarudin**  Infrastructure  Network &  Data Centre  Division (**Strateq*)*** | 02:00 | 02:10 | After Step# 20.3 & 20.4 (Suspend ICBS, Juris, BI  Replication) |

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|  | \***Information Only\***  Version of data - verify data to be used is the correct version  **1. Wintel.**  a. To use HPE 3PAR Replicated Volume version data.  b. CDB data as at XX:XX, XX/06/2022  c. IFAS data as at XX:XX, XX/06/2022 before request form IFASECS executed  2. **ICBS & Juris**  To use Replicated Volume version data. Data as XX:XX, XX/06/2022  3. **Mainframe**  To use Replicated Volume version data. Data as XX:XX, XX/06/2022  4. **Asccend**  To use data before CUT job & Backup Before Batch. Data as XX:XX, XX/06/2022 |

### PAM SWITCHING & VPN (01:40 – 02:25)

**Only perform these steps after all Production is DOWN**

| **No** | **Process** | **Detail Step** | | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 21.1 | Switching PAM System from Production to DR’s PAM System at DR Centre Strateq PJ | 1.Check latest data at DR’s PAM system same as Production’s.  2.Bring Down Production PAM Service. | Successful | |  | **Nur Aisyah Mohamad**  IT Security Division ***(Wisma BSN)*** | **Rozita**  IT Security Division ***(Wisma BSN)*** | 01:40 | 02:20 | After All, Above Task Completed  Step#  (6 to 20) |
| 21.2 | Load VPN (firewall) with DR Configuration at DR, Strateq. | Load VPN firewall with DR Successful  ***\*VPN connection to Bangi will NOT be accessible*** | Successful | |  | **Muhammad**  **Safwan**  IT Security Division  ***(Strateq)*** | **Muhammad**  **Azfar Afif Bin**  **Che Aladin**  IT Security  Division  ***(Wisma BSN)*** | 01:40 | 02:20 | After All, Above Task Completed  Step#  (6 to 20) |
| 21.3 | Disconnect internet connection at Production system, Bangi | Disconnect internet connection at Load Balancer | Successful | |  | **Fatin Shahmira**  Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | **Mohd Faiz Hamid**  Infrastructure  Network &  Data Centre  Division ***(Wisma BSN)*** | 02:10 | 02:20 | After All, Above Task Completed  Step#  (6 to 20) |
| 21.4 | VPN Connectivity Test | VPN Users perform a connectivity test to ensure VPN connection is working | Successful | |  | **All Remote Users** | **All Remote Users** | 02:20 | 02:25 | After 21.2 |

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| **Meeting CHECKPOINT #1 – All System is ready for recovery @ Strateq DR** |

## DISASTER DECLARATION

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| --- |
| **DISASTER RECOVERY LIVE**  **FOR CRITICAL BUSINESS FUNCTIONS (CBF) VIA REPLICATED VOLUME**  **ACTIVITY – DISASTER DECLARATION**  **17/06/2022 (Friday)**  **Time: 02:10 – 02:30** |

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 22.1 | Incident Occurs at Production Data Centre, Bangi. | Cyber attack (DDos) at BSN Bangi Production that has caused disruption to the data centre.  ITD Incident escalation to BCM Secretariate   1. ITD has confirmed the incident reported to BCM Secretariate and activated ITD Call Tree 2. ITD inform that the business recovery at DRC will take place | Incident reported and escalated to CMT |  | **Norhafizah**  **Baharudin**  Infrastructure  Network &  Data Centre Division  ***(Wisma BSN)*** | **Ahmad**  **Suhaimi Ab**  **Rahman**  Infrastructure  Network &  Data Centre Division  ***(Wisma BSN)*** | 02:00 | 02:15 | ***PAM Switching must be Started & Progressing***  ***MTD calculation starts here*** |
| 22.2 | BCM Secretariate escalation to CMT | 1. BCM Secretariat escalates the incident to Crisis Management Team (CMT) for decision to invoke DRP and BCP. 2. Upon disaster declaration made by the CMT, BCM Secretariat activates the Call Tree to inform respective Head of Department. | * Contacted all key personals as in Call Tree.   Recovery teams ready the systems to resume operations |  | **BCM Secretariat**  ***(Wisma BSN)*** | **BCM**  **Secretariat**  ***(Wisma BSN)*** | 02:15 | 02:25 |  |
| 22.3 | **DISASTER DECLARATION** & **Official Start of Failover Activity** | * Declaration form to be signed by the Authorized Personal. * Disaster is declared. | Successful |  | **Jay Khairil Jeremy Abdullah**  Chief Executive  ***(Wisma BSN)*** | **BCM**  **Secretariat**  ***(Wisma BSN)*** | 02:30 | 02:30 | **RTO calculations start here @ 02:30** |

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| **DISASTER DECLARED** |

## TECHNICAL RECOVERY @ DR, STRATEQ

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| --- | --- | --- | --- | --- | --- |
|  |  | **DISASTER RECOVERY LIVE RUN**  **FOR CRITICAL BUSINESS FUNCTIONS (CBF) via Replicated Volume**  **ACTIVITY – TECHNICAL RECOVERY**  **17/06/2022(Friday)**  **Time: 02:30 – 06:30**  **Venue: refer to the list of venue (first page)** |  |  |  |

### HSM, Firewall and Network Swing to Strateq, DR (02:30 – 03:15)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 23.1 | Turn on HSM & Verify key at DR, Strateq | Turn on HSM DR. Verification on KCV key at HSM for:   HSM ATM/Asccend   HSM myBSN   HSM TLE | Successful |  | **Norhasniza Laila Hassim**  IT Security  Division  ***(Strateq)*** | **Rasydan Bin Kamaruddin**  IT Security  Division  ***(Strateq)*** | 02:30 | 03:10 | After Step #22.3  (Declare) |
| 23.2 | Load firewall with DR Configuration at DR, Strateq. | 1. Load firewall with DR configuration. 2. Allow firewall rules. 3. Bring F5 WAF DR to online | Successful |  | **Muhammad**  **Safwan**  IT Security Division  ***(Strateq)*** | **Muhammad**  **Azfar Afif Bin**  **Che Aladin**  IT Security  Division  ***(Wisma BSN)*** | 02:30 | 02:45 | After Step #22.3  (Declare) |
| 23.3 | Network switching for LAN & WAN to DR, Strateq | To reroute network connection from BSN Production to BSN DR for the following data lines:  1. Wisma BSN and all branches  2. ATM, CDM, CoDM  3. Paynet  4. Internet  Allow DR LAN Access for IT application support at BSN DRC Strateq | Successful |  | **Fatin Shahmira**  Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | **Mohd Faiz Hamid**  Infrastructure  Network &  Data Centre  Division ***(Wisma BSN)*** | 02:45 | 03:00 | After Step #23.2  (Firewall Load) |
| 23.4 | Telco Network switches for EB MyEvo | i. To disconnect MyEvo link at BSN Production  ii. To reroute MyEvo traffic from BSN DC to BSN DRC | Successful |  | **Mohd Faiz Hamid**  Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | **Ahmad Syafiq Juwaini**  Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | 03:00 | 03:15 | After Step #23.3  (Network Switching) |
| 23.5 | TM Switching  (Jabatan Kad) | Network on POS Terminal using Dial up connections | Successful |  | M. Ismat Asyraf  **JP Kad Div**  **(Wisma BSN)** | Muhammad Arshad Mohd Yahya  **JP Kad Div**  **(Wisma BSN)** | 03:00 | 03:15 | After Step #23.3  (Network Switching) |

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| **Network is Up. Proceed with System Recovery** |

### Update DNS (03:00 – 03:15)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 24. | DNS entry for DR, Strateq | Update DNS entry setting.  A. Internal DNS  B. External DNS | Successful |  | **Muhamad**  **Khalil Mohd**  Infrastructure  Network &  Data Centre Division  ***(Wisma BSN)*** | **Hanif Mohd**  **Jaffar**  Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | 03:00 | 03:15 | After Step #23.3  (Network Switching) |

### Recovery (Bring Up) Asccend @ DR, Strateq (03:00 – 03:30)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 25 | Bring up Asccend Handler for card services at DR, Strateq (AS400). | 1. Asccend Handler to be brought up for online services. 2. Run AS400 query 3. Pointing to VISA and Mastercard station id DR 4. Start all Asccend sub systems at DR in sequence. 5. Start I-Navigator services. | Successful |  | **Mohamad Zailani Zainol Abidin**  Infrastructure  Network &  Data Centre Division ***(Strateq)*** | **Mazlan Muhammad**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | 03:00 | 03:30 | After Step #23.3  (Network Switching)  Next Step #40.11  (Verify Asccend) |

### Verify Data Power @ DR, Strateq (03:00 – 03:20)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 26 | Data Power verification. | To verify the application and database are in sync between production system, Bangi and DR System, Strateq | Database  is in sync  Successful |  | **Rubendran al**  **Kunasagaran**  Infrastructure  Network &  Data Centre  Division  (***Strateq)*** | **Mohd Azmin Abu Bakar**  Application  Management  Division *(****Wisma BSN)*** | 03:00 | 03:20 | After Step #23.3  (Network Switching)  Next Step #  40.8  (Verify Datapower) |

### Recovery (Bring Up) Mainframe System @ DR, Strateq (03:00 – 04:50)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 27.1 | Bring up mainframe system at DR system, Strateq. | To IPL Mainframe system from Replicated volumes for DR tests purposes only.  a. Bring up Zeke  b. Change password for Zeke | Successful |  | **Rubendran al**  **Kunasagaran**  Infrastructure  Network &  Data Centre  Division  (***Strateq***) | **Ahmad Ismail**  Infrastructure  Network &  Data Centre  Division  **(*Strateq*)** | 03:00 | 03:10 | After Step #23.3  (Network Switching)  Auto start of OCM24 Batch run by Zeke |
| 27.2 | Mainframe Verification | Verify Mainframe System | Successful |  | **Rubendran al**  **Kunasagaran**  Infrastructure  Network &  Data Centre  Division  (***Strateq***) | **Ahmad Ismail**  Infrastructure  Network &  Data Centre  Division  **(*Strateq*)** | 03:10 | 03:30 | Stop RTO for ICBS Recovery & Verification |
| 27.3 | Pointing SRMP | Pointing SRMP to DR HSM IP Address |  |  | **Norhasniza Laila Hassim**  IT Security  Division  ***(Strateq)*** | **Rasydan Bin Kamaruddin**  IT Security  Division  ***(Strateq)*** | 03:30 | 03:40 | After Step# 27.2 |
| 27.4 | Bring up SRMP on Mainframe | Bring up SRMP at DR, Strateq |  |  | **Rubendran al**  **Kunasagaran**  Infrastructure  Network &  Data Centre  Division  (***Strateq***) | **Ahmad Ismail**  Infrastructure  Network &  Data Centre  Division  **(*Strateq*)** | 03:40 | 03:50 | After Step# 27.3 |
| 27.5 | Bring up online systems and services at DR, Strateq (Mainframe). | Systems below are to be brought up for online services:   1. ATMCICS01 2. SNFCICS21 3. SEACICS13 4. CDICICS15 5. IPMCICS22 6. IPMCICS19 | Successful |  | **Rubendran al**  **Kunasagaran**  Infrastructure  Network &  Data Centre  Division  (***Strateq***) | **Ahmad Ismail**  Infrastructure  Network &  Data Centre  Division  **(*Strateq*)** | 03:50 | 04:05 | After Step # 27.4 |
| 27.6 | Pointing IP DR for 4 Debit lines | Pointing IP DR for 4 Debit lines at SNFCIC21:   1. MEPS 2. Mydebit 3. Mastercard Cirrus 4. VISA Plus   Setting IP DR at :   1. IPMCIC19 2. IPMCIC22 | Successful |  | **Widayu Kasuma**  **Ahmad Spain**  Application  Management  Division, ITD  ***(Wisma BSN)*** | **Mazizah**  Application  Management  Division, ITD  ***(Wisma BSN)*** | 04:05 | 04:20 | After Step # 27.5 |
| 27.7 | Connection Verification | Verify Connection between OCM 24 to Asccend & ICBS thru IPMS | Successful |  | **Widayu Kasuma**  **Ahmad Spain**  Application  Management  Division, ITD  ***(Wisma BSN)*** | **Mazizah**  Application  Management  Division, ITD  ***(Wisma BSN)*** | 04:05 | 04:20 | After Step # 27.5  Wait for ICBS is UP (Resume RTO) |
| 27.8 | Bring up PILOT ATM & CDM at DR, Strateq (Mainframe) | To acquire ATM FC95 & FC96 at network  To acquire CDM CR11 & CD37 at network | Successful |  | **Muhammad Hatta Musa** Infrastructure  Network &  Data Centre  Division  (***Wisma BSN )*** | **Zulkifly Daud**  Infrastructure  Network &  Data Centre  Division  (***Wisma BSN)*** | 04:20 | 04:35 | After Step #  27.5  (Mainframe CICS is Up) |
| 27.9 | Open for PILOT ATM and CDM for CUN, KL | To open FC95 & FC96 at OCM24 screen T141  To open CR11 & CD37 at OCM24 screen T141 | Successful |  | **Mohd Zulhadi Hatta**  (Business User)  ATMC, JPC  **(Strateq)** | **Mohd Hafiz Rafidi**  (Business User)  ATMC, JPC  **(Strateq)** | 04:35 | 04:50 | After Step #  27.8  (Bring Up PILOT ATM & CDM)  Next Step# 40.10 (Test ATM) |

### Open for Business (ALL ATM, Visa & Master) (05:00 – 06:00)

**Below step on perform upon receiving approval from BSN Management**

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 28.1 | Check Point for Decision to open ATM | Check point meeting on decision to open ALL ATM |  |  | **ITD/BCM** (***Wisma BSN***) | **ITD/BCM** (***Wisma BSN***) | 05:00 | 05:15 | Upon successful Pilot of ATM @ CUN KL |
| 28.2 | CMT Approval for Opening ALL ATM, Visa & Master | 1. Approval Obtain for opening of ALL ATM, VISA & MasterCard | Successful |  | **CMT** | **CMT** | 05:00 | 05:15 | After Step #  28.1 |
| 28.3 | Sign on to Mastercard & Visa (Asccend) | 1. Sign on VISA, Mastercard and eDebit | Successful |  | **Nor Zaiasron**  Infrastructure  Network &  Data Centre  Division  (***Wisma BSN***) | **Liliza Mohamad**  Application  Management  Division, ITD  (***Wisma BSN***) | 05:30 | 05:45 | After Step #  28.2 |
| 28.4 | Sign on to Mastercard & Visa (OCM 24) | 1. Sign on for Master & Visa 2. Call Mastercard & Visa 3. Sign on to MEPS/SAN | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division  **(Strateq)** | **Widayu Kasuma**  **Ahmad Spain**  Application  Management  Division, ITD  ***(Wisma BSN)*** | 05:30 | 05:45 | After Step #  28.2 |
| 28.5 | Bring up ALL ATM, CDM & CRM at DR, Strateq (Mainframe) | 1. To acquire ALL ATM at network 2. To acquire ALL CDM at network 3. acquire ALL CRM at network | Successful |  | **IT Operator** Infrastructure  Network &  Data Centre  Division  **(Strateq)** | **Zulkifly Daud**  Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | 05:45 | 05:55 | After Step #  28.4 |
| 28.6 | Open ALL ATM, CDM & CRM Nationwide | 1. To Open ALL ATM at network 2. To Open ALL CDM at network 3. To open All CRM at network | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division  **(Strateq)** | **Widayu Kasuma**  **Ahmad Spain**  Application  Management  Division, ITD  ***(Wisma BSN)*** | 05:55 | 06:00 | After Step #  28.5 |

### Recovery (Bring Up) ICBS System @ DR, Strateq (03:00 – 04:05)

| **No** | **Process** | **Detail Step** | **Expected Results** | | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 29.1 | Bring up ICBS DB Server at DR, Strateq. (Emperor II) | Bring up ICBS DB Server:   1. zVM LPAR 1 2. OS LPAR 1 3. ASM ICBS | | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre Division  (***Strateq)*** | 03:00 | 03:30 | After Step #23.3  (Network Switching)  Concurrent with Step #29.1  (Bring Up ICBS DB Server) |
| 29.2 | Bring up ICBS application servers, system, and services at DR, Strateq.  (PSeries) | 1. Bring up ICBS Apps Server 2. Bring up MQ Apps Server | | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre Division  (***Strateq)*** | 03:00 | 03:30 |
| 29.3 | Bring up ICBS DB and ensure services are up and running at DR, Strateq.  (Emperor II) | Bring up & verify ICBS Database | | Successful |  | **Rul Nafeeza Munir**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | **Muhammad**  **Izzat Ramli**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | 03:30 | 03:45 | Proceed after Step #29.1  (ICBS DB Server is UP) |
| 29.4 | Bring up ICBS Weblogic services | Weblogic for ICBS | | Successful |  | **Rul Nafeeza Munir**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | **Azahary Omar**  Infrastructure  Network &  Data Centre Division  (***Strateq)*** | 03:45 | 04:00 | Proceed after Step #29.3  (ICBS Database is verified) |
| 29.5 | Data Verification #2 – ICBS at DR, Strateq  (After Switch Over to DR) | SQL Query for ICBS Data (After Switch Over to DR)   1. SQL Query total transaction count by year and sampling transaction. (After Switch Over to DR)   Extract sampling of 5000 CIS records based on PHPR\_ID range (After Switch Over DR) | | Successful |  | **Zakariya Ahmad** Application  Management  Division, ITD  ***(Wisma BSN)*** | **Mohd Dzul**  Application  Management  Division, ITD  ***(Wisma BSN)***  ***+***  ***Sat Wai Yun***  (DGU)  (***Wisma BSN)*** | 03:45 | 04:15 | Proceed after Step # 29.3  (ICBS Database is verified) |
| 29.6 | Verify Load Balancer at DR, Strateq | Verify Baraccuda Load Balancer for Services: -  1. ICBS Services  3. MQ Services | | Successful |  | **Sairuddin**  **Saidi**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | 04:00 | 04:05 | Proceed after Step #29.4  (Bring up Weblogic)  Next Step# 40.(4,5,6)  (Verify #ICBS  Systems) |

### Recovery (Bring Up) WINTEL SYSTEMS @ DR, Strateq (02:30 – 04:30)

#### Recovery WINTEL SYSTEM (T1 - RTO 1 Hour) @ DR, Strateq (02:30 – 03:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 30.1 | Bring up systems at DR, Strateq (Wintel system). | Bring up Wintel - RENTAS | Successful |  | **Muhamad**  **Khalil Mohd**  Infrastructure  Network &  Data Centre Division  (***Wisma BSN)*** | **Saiful Azlan Bin Ahmad** Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | 02:30 | 03:00 | After Declare  Next Step# 39.1  (Verify RENTAS) |
| 30.2 | Bring up systems at DR, Strateq (Wintel system). | Bring up Wintel - eSPICK | Successful |  | **Dzuol Hassan Dolman**  Infrastructure  Network &  Data Centre Division  ***(Strateq)*** | **Mohd Kamil Mohd Kalid** Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | 02:30 | 03:00 | After Declare  Next Step# 39.2  (Verify eSPICK) |
| 30.3 | Bring up systems at DR, Strateq (Wintel system). | Bring up Wintel - RPP | Successful |  | **Mohd Akif Fitri Mohammad**  Applications Management  Division  ***(Wisma BSN)*** | **Muhammad Khairul Firas**  Applications Management  Division ***(Wisma BSN)*** | 02:30 | 03:00 | After Declare  Next Step# 39.3  (Verify RPP)  Wait for ICBS to be up |

#### Recovery WINTEL SYSTEM (T1 - RTO 2 Hour) @ DR, Strateq (03:00 – 03:30)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 31.1 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  IB FPX | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 03:30 | After Step #23.3  (Network Switching) |
| 31.2 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  IB Jom Pay | Successful |  | **Shahril Bin Said**  ***(Wisma BSN)*** | **Saiful Azlan Bin Ahmad**  ***(Wisma BSN)*** | 03:00 | 03:30 | After Step #23.3  (Network Switching) |
| 31.3 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  IB myBSN | Successful |  | **Shahril Bin Said**  ***(Wisma BSN)*** | **Saiful Azlan Bin Ahmad**  ***(Wisma BSN)*** | 03:00 | 03:30 | After Step #23.3  (Network Switching) |
| 31.4 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  BSN Infosite | Successful |  | **Shahril Bin Said**  ***(Wisma BSN)*** | **Saiful Azlan Bin Ahmad**  ***(Wisma BSN)*** | 03:00 | 03:30 | After Step #23.3  (Network Switching) |
| 31.5 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  Mobile banking | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 03:30 | After Step #23.3  (Network Switching) |
| 31.6 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  IBG PaySwitch (Direct Debit/IBG) | Successful |  | **\_\_\_\_\_\_\_\_\_\_\_**  **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **\_\_\_\_\_\_\_\_\_\_**  **Rosmawati A Rahman**  ***(Wisma BSN)*** | 03:00 | 03:30 | After Step #23.3  (Network Switching)  After Restore Database (Step# 38.3) |
| 31.7 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  BioPak  **\* Bring up BioPak with Tier 1 (RTO 2 hours)** | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 03:30 | After Step #23.3  (Network Switching) |
| Other Systems need to be priorities & completed with Tier 1 (RTO 2 Hrs) as follow: -  **1. Biopak (Step # 26.16)** | | | | | | | | | |

#### Recovery WINTEL SYSTEM (T2 - RTO 3 Hour) @ DR, Strateq (03:00 – 04:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 32.1 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  Retail eStatement | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:00 | After Step #23.3  (Network Switching) |
| 32.2 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  ATM DIEBOLD AV | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:00 | After Step #23.3  (Network Switching) |
| 32.3 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  ATM NCR AV | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:00 | After Step #23.3  (Network Switching) |
| 32.4 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  ATM NCR HDE | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:00 | After Step #23.3  (Network Switching) |
| 32.5 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  CDM CL AV | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:00 | After Step #23.3  (Network Switching) |
| 32.6 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  CDM CL HDE | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:00 | After Step #23.3  (Network Switching) |
| 32.7 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  CaRM OKI AV | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:00 | After Step #23.3  (Network Switching) |
| 32.8 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  Bizfuse | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:00 | After Step #23.3 (Network Switching) |

#### Recovery WINTEL SYSTEM (T2 - RTO 4 Hour) @ DR, Strateq (03:00 – 04:30)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 33.1 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  eSDMS | Successful |  | **Muhamad**  **Khalil Mohd**  ***(Wisma BSN)*** | **Dzuol Hassan Bin Dolman**  **(Strateq)** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 33.2 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  TLE | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 33.3 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  NCC  Assisted by Vendor | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 33.4 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  CDB | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 33.5 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  MLQMS | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 33.6 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  BASys | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 33.7 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  ITMS | Successful |  | **Muhamad**  **Khalil Mohd**  ***(Wisma BSN)*** | **Dzuol Hassan Bin Dolman**  ***(Strateq)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 33.8 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  BSH\GINI | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 33.9 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  Zena | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 33.10 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  SSM | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 33.11 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  IFAS | Successful |  | **Muhamad**  **Khalil Mohd**  ***(Wisma BSN)*** | **Dzuol Hassan Bin Dolman**  ***(Strateq)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 33.12 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  File Integrity Monitoring | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |

#### Recovery WINTEL SYSTEM (T2 - RTO 5 Hour) @ DR, Strateq (03:00 – 04:30)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 34.1 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  EB | Successful |  | **Shahril Bin Said**  ***(Wisma BSN)*** | **Saiful Azlan Bin Ahmad**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 34.2 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  Loan eStatement | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 34.3 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  DCA | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 34.4 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  CSS | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 34.5 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  CCRIS | Successful |  | **Dzuol Hassan Bin Dolman**  ***(Strateq)*** | **Muhamad**  **Khalil Mohd**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 34.6 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  Activate | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 34.7 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  Shared Folder \\MSFSA038 | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 34.8 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  Shared Folder \\MSFSA118 | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 34.9 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  Shared Folder \\MSFSA226 | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 34.10 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  Shared Folder \\MSFSA169 | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 34.11 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  Staging Server MSSGA778 for Asccend | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 34.12 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  Staging Server SAFTA017 for SAFTA | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |

#### Recovery WINTEL SYSTEM (T3/T4 - RTO 24/48 Hour) @ DR, Strateq (03:00 – 04:30)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 35.1 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  HR4U | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 35.2 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  IDMS | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 |
| 35.3 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  CMSys | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 35.4 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  Loyalty system | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 |
| 35.5 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  BoardPac | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 35.6 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  BSN Insight/SharePoint | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 |
| 35.7 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  IMX | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| 35.8 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  EMM | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 |

### Recovery (Bring Up) JURIS System @ DR, Strateq (04:00 – 05:50)

| **No** | **Process** | **Detail Step** | **Expected Results** | | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 36.1 | Bring up Juris DB Server at DR, Strateq.  (Emperor II) | Bring up Juris DB Server:   1. zVM LPAR 3 2. OS LPAR 3 3. ASM Juris | | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division ~~(~~***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre Division  ~~(~~***Strateq)*** | 04:00 | 04:30 | Proceed after Step# 29.6  (After Complete recovery of ICBS)  Concurrent with Step #36.1  (Bring up Juris DB Server) |
| 36.2 | Bring up Juris application servers, system, and services at DR, Strateq.  (PSeries) | 1. Bring up Juris Apps Server  2. Bring up Juris Apps | | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division ~~(~~***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre Division  ~~(~~***Strateq)*** | 04:00 | 04:30 |
| 36.3 | Bring up Juris DB and ensure services are up and running at DR, Strateq.  (Emperor II) | Bring up & verify Juris Database | | Successful |  | **Rul Nafeeza Munir**  Infrastructure  Network &  Data Centre Division ***(Strateq)*** | **Muhammad**  **Izzat Ramli**  Infrastructure  Network &  Data Centre Division ~~(~~***Strateq)*** | 04:30 | 05:00 | Proceed after Step# 36.1  (Bring Up Juris DB Server) |
| 36.4 | Data Verification #2 for Juris at DR, Strateq. | 1. SQL Query for Juris Data (After Switch Over) | | Successful |  | **Nor Azmi** Application Management Division, ITD  ***(Strateq)*** | **Mohd Ezzat Ameer** Application Management Division, ITD  **(Strateq)** | 05:00 | 05:30 | Proceed after Step# 36.3  (Verify Juris DB) |
| 36.5 | Enable and verify Juris Cronjob at DR, Strateq. | 1. Enable Juris Cronjob at DR, Strateq 2. Verify cronjob | | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre  Division  (***Strateq)*** | 05:30 | 05:40 | Proceed after Step# 36.4  (Data Verification # 2) |
| 36.6 | Verify Load Balancer at DR, Strateq | Verify Baraccuda Load Balancer for Services: -  1. Juris Services | | Successful |  | **Sairuddin**  **Saidi**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | 05:40 | 05:50 | Proceed after Step# 36.4  (Data Verification # 2) |

### Recovery (Bring Up) BI Publisher System @ DR, Strateq (05:00 – 06:30)

| **No** | **Process** | **Detail Step** | **Expected Results** | | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 37.1 | Bring up BI Publisher DB Server at DR, Strateq. (Emperor II) | Bring up Bi Publisher DB Server:   1. zVM LPAR2 2. OS LPAR 2 3. ASM CBRPT | | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre Division  (***Strateq)*** | 05:00 | 05:30 | Proceed after Step# 36.6  (After Complete recovery of Juris) |
| 37.2 | Bring up BI Publisher application servers, system, and services at DR, Strateq.  (PSeries) | Bring up BI Publisher Apps Server | | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre Division  (***Strateq)*** | 05:00 | 05:30 | Concurrent with Step #37.1  (Bring up BI Publisher DB Server) |
| 37.3 | Bring up BI Publisher DB and ensure services are up and running at DR, Strateq.  (Emperor II) | Bring up & verify BI Publisher (CBRPT) DB | | Successful |  | **Rul Nafeeza Munir**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | **Muhammad**  **Izzat Ramli**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | 05:30 | 06:00 | Proceed after Step# 37.1  (Bring up BI Publisher DB Server) |
| 37.4 | Data Verification #2 for BI Publisher at DR, Strateq. | SQL Query for BI Publisher (After Switch Over) | | Successful |  | **Mohd Furqan** Applications Management  **(VPN@Home)** | **Nur Azura Alias** Applications Management  **(VPN@Home)** | 06:00 | 06:15 | Proceed after Step# 37.3  (Bring up BI Publisher DB) |
| 37.5 | Bring up BI Publisher Weblogic services | Weblogic BI Publisher | | Successful |  | **Rul Nafeeza Munir**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | **Azahary Omar** Infrastructure  Network &  Data Centre Division  (***Strateq)*** | 06:15 | 06:30 | Proceed after Step# 37.4  (Verify BI Publisher DB) |

### Recovery of QRadar, Bizfuze & Payswitch (03:00 – 04:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 38.1 | Bring up QRadar Services @ DR, Strateq | 1. Bring up QRadar Services @ DRC  2. Ensure the QRadar services are working # DRC | | Successful | Successful | **Faizal Faiz Othman**  IT Security  Division  **(Strateq)** | **Azizul Abd Talib**  IT Security  Division  **(Strateq)** | 03:00 | 04:00 | Proceed after Step# 23.3 (Network Switching) |
| 38.2 | Bizfuze Change IP to DR | 1. Change of IP-DR on Bizfuze | | Successful | Successful | **Imran Mohd**  **Wakid**  Application  Management  Division  ***(Wisma BSN)*** | **Saridah Ibrahim**  Application  Management  Division  ***(Wisma BSN)*** | 03:00 | 04:00 | Proceed after Step# 32.8 (Bring up Bizfuze) |
| 38.3 | Restore for IBG/DD Payswitch, DR Strateq | Perform a restore on IBG/DD Payswitch Server | | Successful |  | **Mohd Dhiyaurrahman Mohd Shakib**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | **Muhammad**  **Izzat Ramli**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | 03:30 | 03:45 | Proceed after Step# 31.6 (Bring up Payswitch)  Next Verification |

## SYSTEM VERIFICATION BY ITD SME & BUSINESS USER @ DR, STRATEQ

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|  |  | **DISASTER RECOVERY LIVE RUN**  **FOR CRITICAL BUSINESS FUNCTIONS (CBF) VIA REPLICATED VOLUME**  **ACTIVITY – SYSTEM VERIFICATION BY ITD SME & BUSINESS USERS**  **17/06/2022 (Friday)**  **Time: 03:00– 07:30 (Estimated)** |  |  |  |

|  |
| --- |
| **Testing venues:**   1. Wisma BSN 2. Work from home via VPN 3. Strateq 4. CUN, KL   Requirements:   1. System & Application owners are required to safe keep all information not limited to IP Address, port numbers & etc both at Production & DR system. 2. Users to use own laptop and LAN connection only. Please refer Appendix III - **Server / Destination IP Address and Port** for open firewall access during DR LIVE RUN activity 3. Both System Administrator (ITOSAD) and Security Administrator (IT Security Division) are required to request/ prepare for Super ID respectively for this activity |

### Verification for Tier 1 (RTO 1 Hours) @ DR, Strateq (03:00 – 04:30)

|  |  |  |  |
| --- | --- | --- | --- |
| **Handover DR, Strateq to ITD SME & Business User for System Verification** | **Tier 1 systems – RTO 1 Hours**  **RTO END AT 03:30 (17/06/22)** | 1. RENTAS | 1. eSPICK 2. RPP |

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 39.1 | **RENTAS**  **(T1 – RTO 1 hours)**  ***Start/Stop RTO*** | **ITD SME:**  Landing Page verified | Successful |  | **Mohd Abdullah Ismail**  Infrastructure  Network &  Data Centre Division  ***(Wisma BSN)*** | **Mohd Azreen Othman** Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | 03:00 | 03:30 | After Step#  30.1  (Bring up Rentas) |
| **Business User:**  *As per Business User Script* | Successful |  | **Jabatan Kewangan** | | 07:00 | 07:30 | User will verify after 07:00 |
| 39.2 | **eSPICK**  **(T1 – RTO 1 hours)** | **ITD SME:**  To test sign on | Successful |  | **Mohd Abdullah Ismail**  Infrastructure  Network &  Data Centre Division  ***(Wisma BSN)*** | **Mohd Azreen Othman** Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | 03:00 | 03:30 | After Step#  30.2  (Bring up eSPICK) |
| **Business User:**  *As per Business User Script* | Successful |  | **Jabatan Operasi Perbankan** | | 03:00 | 03:30 | After Step#  30.2  (Bring up eSPICK) |
| 39.3 | **RPP**  **(RTO 1 Hour)**  ***Start/Stop RTO*** | **ITD SME:**   1. Verify Paynet Connection 2. Sign on to Paynet | Successful |  | **Mohd Akif Fitri Mohammad**  Applications Management  Division  ***(Wisma BSN)*** | **Muhammad Khairul Firas**  Applications Management  Division ***(Wisma BSN)*** | 04:00 | 04:15 | Proceed after Step# 30.3  (Bring up RPP)  After Step# 29.6  (Bring up ICBS & Verified) |
|  |  | **Business User:**  *As per Business User Script* | Successful |  | **Jabatan Perbankan Digital** | | 04:15 | 04:30 | User to verify the functions |

### Verification for Tier 1 (RTO 2 Hours) @ DR, Strateq (03:30 – 06:15)

|  |  |  |  |
| --- | --- | --- | --- |
| **Handover DR, Strateq to ITD SME & Business User for System Verification** | **Tier 1 systems – RTO 2 Hours**  **RTO END AT 04:30 (17/06/22)** | 1. IB FPX 2. IB Jom Pay 3. IB myBSN 4. ICBS Deposit 5. ICBS Payment 6. ICBS Loan 7. Mainframe (OCM24) 8. Data Power 9. MQ Server | 1. ATM 2. Asccend 3. Internet Web 4. Mobile Banking 5. BSN Infosite 6. IBG Payswitch 7. Direct Debit 8. MyDebit 9. SAN |

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 40.1 | **IB FPX**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test sign on and enquiry  Assisted by Server team (Muhamad Khalil Mohd) | Successful |  | **Mohd Akif Fitri** Mohammad  Applications Management  Division  **(Wisma BSN)** | **Siti Fatimah Jamadi**  Applications Management  Division  **(Wisma BSN)** | 03:45 | 04:30 | After Step# 31.1  (Bring up IB FPX) |
| **Business User:** | Successful |  | **Jabatan Perbankan Digital** | | 03:45 | 04:30 |
| 40.2 | **IB Jom Pay**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test sign on and enquiry  Assisted by Server team (Shahril Bin Said) | Successful |  | **Mohd Akif Fitri** Mohammad  Applications Management  Division  **(Wisma BSN)** | **Siti Fatimah Jamadi**  Applications Management  Division  **(Wisma BSN)** | 03:45 | 04:30 | Proceed after Step# 31.2  (Bring up IB Jom Pay) |
| **Business User:** | Successful |  | **DBD** | | 03:45 | 04:30 |
| 40.3 | **IB myBSN**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test sign on & enquiry. | Successful |  | **Mohd Akif Fitri** Mohammad  Applications Management  Division  **(Wisma BSN)** | **Siti Fatimah Jamadi**  Applications Management  Division  **(Wisma BSN)** | 04:05 | 04:30 | Proceed after Step# 31.3  (Bring up IB myBSN)  &  After Step# 29.6  (Bring up ICBS) |
| **Business User:**  *As per Business User Script* | Successful |  | **DBD** | | 04:05 | 04:30 |
| 40.4 | **ICBS Deposit**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test sign on, enquiry & account statement generation. | Successful |  | **Senthil Kumar**  Application  Management  Division  (**Wisma BSN*)*** | **Nor Azma Hassan**  Application  Management  Division  (**Wisma BSN*)*** | 04:05 | 04:30 | After Step# 29.6  (Bring up ICBS) |
| **Business User:**  *As per Business User Script* | Successful |  | **BMD** | | 04:05 | 04:30 |
| 40.5 | **ICBS Payment**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test sign on & enquiry. | Successful |  | **Faezah Husin**  Application  Management  Division  (**Wisma BSN*)*** | **Am Qisti Alias**  Application  Management  Division  (**Wisma BSN*)*** | 04:05 | 04:30 | After Step# 29.6  (Bring up ICBS) |
| **Business User:**  *As per Business User Script* | Successful |  | **BMD** | | 04:05 | 04:30 |
| 40.6 | **ICBS Loan**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test sign on & enquiry. | Successful |  | **Razali Hassan**  Application  Management  Division  (**Wisma BSN*)*** | **Mohammad Ezzat Ameer**  Application  Management  Division  (**Strateq*)*** | 04:05 | 04:30 | After Step# 29.6  (Bring up ICBS)  &  Next Step # 46.3  (Batch P-Series)  once Step# 40.4, 40.5 & 88.1  completed |
| **Business User:**  *As per Business User Script* | Successful |  | **COD** | | 04:05 | 04:30 |
| 40.7 | **OCM24 - Mainframe**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test ping and telnet | Successful |  | **Rubendran al**  **Kunasagaran**  Infrastructure  Network &  Data Centre  Division  (***Strateq)*** | **Ahmad bin Ismail**  Infrastructure  Network &  Data Centre  Division  (***Strateq)*** | 03:30 | 04:30 | Proceed after Step# 27.3 (Pointing SRMP) |
| **Business User:** | **ITD TESTING ONLY** | | | | | | |
| 40.8 | **DataPower**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test ping and telnet etc. | Successful |  | **Mohd Azmin Abu Bakar**  Application  Management  Division  ***(WismaBSN)*** | **Suraya Sabri**  Application  Management  Division  ***(WismaBSN)*** | 03:30 | 04:30 | Proceed after Step#  26  (Data Power Verification) |
| **Business User:** | **ITD TESTING ONLY** | | | | | | |
| 40.9 | **MQ Server**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test ping and telnet etc.   * Assisted by Server team (Sairuddin Saidi) | Successful |  | **Mohd Azmin Abu Bakar**  Application  Management  Division  ***(WismaBSN)*** | **Suraya Sabri**  Application  Management  Division  ***(WismaBSN)*** | 03:30 | 04:30 | After Step# 29.6  (Bring up ICBS) |
| **Business User:** | **ITD TESTING ONLY** | | | | | | |
| 40.10 | **ATM (FC95 & FC96) & CDM (CD37 & CR11)**  **(T1 – RTO 2 hours)**  ***Start/Stop RTO*** | **Business User:**  As per Business User Script | Successful |  | **BMD** | | 04:50 | 05:00 | After Step# 27.9  (PILOT ATM & CD  is UP) |
| 40.11 | **Asccend**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test ping & telnet. | Successful |  | **Mohamad Zailani Zainol Abidin**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | **Mazlan Muhammad**  Infrastructure  Network &  Data Centre  Division  **(Strateq*)*** | 03:30 | 04:30 | Proceed after Step# 25  (Asccend is Up)  Next Step # 46.1 (AS400 Batch Runs) |
| **Business User:**  *As per Business User Script* | Successful |  | **CBCRM** | | 03:30 | 04:30 |
| 40.12 | **Internet Web (IT Service Desk)**  **(NON-RTO TASK)** | **ITD SME:**  Test based on 4.9 - APPENDIX I – External Application (Internet Web page)  ***Internet using proxy BSN can only be used to access via LAN & WAN***  ***(Not via VPN)*** | Successful |  | **Nor Azam** IT Service Delivery Management  ***(Wisma BSN)*** | **Hj Narimah** IT Service Delivery Management  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step #23.3  (Network Switching) |
| **Business User:** | **ITD TESTING ONLY** | | | | | | |
| 40.13 | **Mobile Banking**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test ping & Telnet. | Successful |  | **Muhammad Izzat Adnan**  Application Management Division (**Wisma BSN**) | **Firas**  Application Management Division (**Wisma BSN*)*** | 03:30 | 04:30 | Proceed after Step# 31.5  (Bring Up Mobile Banking)  &  After Step# 29.6  (Bring up ICBS) |
| **Business User:**  *As per Business User Script* | Successful |  | **DBD** | | 03:30 | 04:30 | After Step# 29.6  (Bring up ICBS) |
| 40.14 | **BSN Infosite**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test ping and telnet etc.  To access website in DR environment.   * Assisted by Server team (Shahril Bin Said) | Successful |  | **Harman**  **Zulkifli**  Application  Management  Division  (**Wisma BSN*)*** | **Mohd Azreen Othman**  Application  Management  Division  (**Wisma BSN*)*** | 03:30 | 04:30 | Proceed after Step# 31.4  (Bring Up BSN Infosite) |
| **Business User:**  *As per Business User Script* | Successful |  | **SCD** | | 03:30 | 04:30 |
| 40.15 | **Payswitch - IBG**  **(T1 – RTO 2 hours)**  ***Start/Stop RTO*** | IBG Payswitch (RTO 2H)  Sign on and Verify WCF and log connection with Paynet | Successful |  | **Mohd Farid Fazil / Operator**  Application  Management  Division, ITD  (**Wisma BSN*)*** | **Am Qisti Alias**  Application  Management  Division, ITD  (**Wisma BSN*)*** | 03:30 | 04:30 | After Step# 38.3  (Restore Payswitch) |
| **Business User** | **ITD Testing Only** | | | | | | |
| 40.16 | **Payswitch - Direct Debit**  **(T1 – RTO 2 hours)**  ***Start/Stop RTO*** | Direct Debit (RTO 2H)  Sign on and Verify WCF and log connection with Paynet | Successful |  | **Mohd Farid Fazil / Operator**  Application  Management  Division, ITD  (**Wisma BSN*)*** | **Am Qisti Alias**  Application  Management  Division, ITD  (**Wisma BSN*)*** | 03:30 | 04:30 | After Step# 38.3  (Restore Payswitch) |
| **Business User:** | **ITD Testing Only** | | | | | | |
| 40.17 | **SAN**  **(T1 – RTO 2 hours)**  ***Start/Stop RTO*** | ITD SME | Business User Testing Only | | | | | | |
| **Business Users** | Successful |  | **Jab Pernigaan Kad & CRM** | | 06:00 | 06:15 | After MEPS ATM Open @ 06:00 |
| 40.18 | **myDebit**  **(T1 – RTO 2 hours)**  ***Start/Stop RTO*** | ITD SME | Business User testing Only | | | | | | |
| **Business Users** | Successful |  | **Jabatan Pengurusan Cawangan** | | 06:00 | 06:15 | After signing on to Visa & Master @ 6:00 am |

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|  | **Status Meeting**  **Attendees :**  1. RMD  2. ITD  3. Department BCM Coordinator | **Venue:** Wisma BSN  **Date/Time: -** 17/06/2022 - 05:15 | **Objectives:**  Update CMT on the DR Activities  Obtain approval for open business (ATM, Master, VISA, Jom Pay, etc) |

### Verification for Tier 2 (RTO 3 Hours) @ DR, Strateq (04:30 – 05:30)

|  |  |  |  |
| --- | --- | --- | --- |
| **Handover DR, Strateq to ITD SME & Business User for System Verification** | **Tier 2 systems – RTO 3 Hours**  **RTO END AT 05:30 (17/06/22)** | 1. Retail eStatement 2. ATM DIEBOLD AV 3. ATM NCR AV 4. ATM NCR HDE 5. CDM CL AV | 1. CDM CL HDE 2. CaRM OKI AV 3. Bizfuse |

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 41.1 | **Retail Statement**  **(T2 – RTO 3 hours)** | **ITD SME:**  To test sign on & enquiry | Successful |  | **Palaniappan Nagappan**  Application Management Division ***(*Wisma BSN*)*** | **Siti Fatimah Jamadi**  Application Management Division (**Wisma BSN*)*** | 04:30 | 05:30 | Proceed after  Step# 32.1  (Bring Up Retail statement) |
| **Business Users:**  *As per Business User Script* | Successful |  | **DBD** | | 04:30 | 05:30 |
| 41.2 | **ATM DIEBOLD AV**  **(T2 – RTO 3 hours)** | **ITD SME:**  To test sign on and enquiry | Successful |  | **Azfar Al Farabi**  **Mufith**  Application  Management  Division  (**Wisma BSN*)*** | **Mustafa Khmori Yusoff**  Application  Management  Division  (**Wisma BSN*)*** | 04:30 | 05:30 | Proceed after  Step# 32.2  (Bring Up ATM DIEBOLD AV) |
| **ITD Testing Only** | | | | | | |
| 41.3 | **ATM NCR AV**  **(T2 – RTO 3 hours)** | **ITD SME:**  To test sign on and enquiry | Successful |  | **Azfar Al Farabi**  **Mufith**  Application  Management  Division  (**Wisma BSN*)*** | **Mustafa Khmori Yusoff**  Application  Management  Division  (**Wisma BSN*)*** | 04:30 | 05:30 | Proceed after Step# 32.3  (Bring Up ATM NCR AV) |
| **Business Users:**  *As per Business User Script* | Successful |  | **BMD** | | 04:30 | 05:30 |
| 41.4 | **ATM NCR HDE**  **(T2 – RTO 3 hours)** | **ITD SME:**  To test ping and telnet etc. | Successful |  | **Azfar Al Farabi**  **Mufith**  Application  Management  Division  (**Wisma BSN*)*** | **Mustafa Khmori Yusoff**  Application  Management  Division  (**Wisma BSN*)*** | 04:30 | 05:30 | Proceed after Step# 32.4  (Bring Up ATM NCR HDE) |
| **Business Users:**  *As per Business User Script* | Successful |  | **BMD** | | 04:30 | 05:30 |
| 41.5 | **CDM CL AV**  **(T2 – RTO 3 hours)** | **ITD SME:**  To test sign on and enquiry | Successful |  | **Azfar Al Farabi**  **Mufith**  Application  Management  Division  (**Wisma BSN*)*** | **Mustafa Khmori Yusoff** Application  Management  Division  (**Wisma BSN*)*** | 04:30 | 05:30 | Proceed after Step# 32.5  (Bring Up CDM CL AV) |
| **Business User:**  *As per Business User Script* | Successful |  | **BMD** | | 04:30 | 05:30 |
| 41.6 | **CDM CL HDE**  **(T2 – RTO 3 hours)** | **ITD SME:**  To test ping and telnet etc. | Successful |  | **Azfar Al Farabi**  **Mufith**  Application  Management  Division  (**Wisma BSN*)*** | **Mustafa Khmori Yusoff** Application  Management  Division  (**Wisma BSN*)*** | 04:30 | 05:30 | Proceed after Step #32.6  (Bring Up CDM CL HDE) |
| **Business Users:**  *As per Business User Script* | Successful |  | **BMD** | | 04:30 | 05:30 | Proceed after Step #32.6  (Bring Up CDM CL HDE) |
| 41.7 | **CaRM OKI AV**  **(T2 – RTO 3 hours)** | **ITD SME:**  To test sign on and enquiry | Successful |  | **Azfar Al Farabi**  **Mufith**  Application  Management  Division  (**Wisma BSN*)*** | **Mustafa Khmori Yusoff** Application  Management  Division  (**Wisma BSN*)*** | 04:30 | 05:30 | Proceed after Step# 32.7  (Bring Up CaRM OKI AV) |
| **Business Users:**  *As per Business User Script* | Successful |  | **BMD** | | 04:30 | 05:30 |
| 41.8 | **Bizfuse**  **(T2 – RTO 3 hours)** | **ITD SME**  Verify All services are running  To test sign on & enquiry. | Successful |  | **Imran Mohd**  **Wakid**  Application  Management  Division  ***(Wisma BSN)*** | **Saridah Ibrahim**  Application  Management  Division  ***(Wisma BSN)*** | 04:30 | 05:30 | Proceed after Step# 38.2  (Change of IP-DR Bizfuze)  Next Batch Run for Loyalty |
| **Business Users:**  *As per Business User Script* | Successful |  | **BMD** | | 04:30 | 05:30 |

### Verification For Tier 2 (RTO 4 Hours) @ DR, Strateq (04:30 – 06:30)

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| --- | --- | --- | --- |
| **Handover DR, Strateq to ITD SME & Business User for System Verification** | **Tier 2 systems – RTO 4 Hours**  **RTO END AT 06:30 (17/06/22)** | 1. eSDMS 2. TLE 3. NCC 4. CDB 5. BioPak 6. MLQMS 7. BASys 8. ITMS 9. BSH\GINI 10. Visa | 1. Mastercard 2. E-Pintas 3. Remittance 4. Zena 5. SSM 6. IFAS 7. File Integrity Monitoring 8. QRadar |

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | | **Checker** | **Planned Time** | | | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | | **End** | |
| 42.1 | **eSDMS**  **(T2 – RTO 4 hours)** | **ITD SME:**  To test sign on & enquiry. | Successful |  | **Azfar Al Farabi**  **Mufith**  Application  Management  Division  (**Wisma BSN*)*** | | **Mustafa Khmori Yusoff** Application  Management  Division  (**Wisma BSN*)*** | 04:30 | | 06:30 | | Proceed after Step#33.1  (Bring Up eSDMS) |
| **Business User:**  *As per Business User Script* | Successful |  | **BMD** | | | 04:30 | | 06:30 | |  |
| 42.2 | **TLE**  **(T2 – RTO 4 hours)** | **ITD SME:**  To test connectivity, sign on etc. | Successful |  | **Imran Mohd**  **Wakid**  Application  Management  Division  ***(Wisma BSN)*** | | **Saridah Ibrahim**  Application  Management  Division  ***(Wisma BSN)*** | 04:30 | | 06:30 | | Proceed after Step#33.2  (Bring Up TLE) |
| **Business User:**  *As per Business User Script* | Successful |  | **CBCRM** | | | 04:30 | | 06:30 | |  |
| 42.3 | **NCC**  **(T2 – RTO 4 hours)** | **ITD SME:**  To test connectivity, sign on etc. | Successful |  | **Mohd Najib**  **Fadzil**  Infrastructure  Network &  Data Centre  Division  (***Strateq)*** | | **Mohd Faiz Hamid**  Infrastructure  Network &  Data Centre  Division  (***Strateq)*** | 04:30 | | 06:30 | | Proceed after Step# 42.2 (TLE Verification) |
| **Business User:** | **ITD TESTING ONLY** | | | | | | | | | |
| 42.4 | **CDB**  **(T2 – RTO 4 hours)** | **ITD SME:**  To test sign on & enquiry. | Successful |  | **Asrul Amri Daod** Application  Management  Division (**Wisma BSN*)*** | | **Muhammad Khairul Firas**  Applications Management  Division(**Wisma BSN*)*** | 04:30 | | 06:30 | | Proceed after Step#33.4  (Bring Up CDB) |
| **Business Users:**  *As per Business User Script* | Successful |  | **DBD** | | | 04:30 | | 06:30 | |  |
| 42.5 | **BioPak**  **(T2 – RTO 4 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Rasdan Mohamed Razali**  Application  Management  Division  (**Wisma BSN*)*** | | **Zainal Abidin Jamal**  Application  Management  Division  (**Wisma BSN*)*** | 04:30 | | 06:30 | | Proceed after Step# 31.7  (Bring Up BioPak) |
| **Business User:**  *As per Business User Script* | Successful |  | **BMD** | | | 04:30 | | 06:30 | |  |
| 42.6 | **MLQMS**  **(T2 – RTO 4 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Zainal Abidin Jamal**  Application  Management  Division  (**Wisma BSN*)*** | | **Rasdan Mohamed Razali**  Application  Management  Division  (**Wisma BSN*)*** | 04:30 | | 06:30 | | Proceed after Step#33.5  (Bring Up MLQMS) |
| **Business User:**  *As per Business User Script* | Successful |  | **BMD** | | | 04:30 | | 06:30 | |  |
| 42.7 | **BASys**  **(T2 – RTO 4 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Harman**  **Zulkifli**  Application  Management  Division  (**Wisma BSN*)*** | | **Mohd Azreen**  **Othman**  Application  Management  Division  (**Wisma BSN*)*** | 04:30 | | 06:30 | | Proceed after Step#33.6  (Bring Up BASys) |
| **Business User:**  *As per Business User Script* | Successful |  | **BMD** | | | 04:30 | | 06:30 | |  |
| 42.8 | **ITMS**  **(T2 – RTO 4 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Mohd Azreen**  **Othman**  Application  Management  Division  (**Wisma BSN*)*** | | **Harman**  **Zulkifli**  Application  Management  Division  (**Wisma BSN*)*** | 04:30 | | 06:30 | | Proceed after Step#33.7  (Bring Up ITMS) |
| **Business User:**  *As per Business User Script* | Successful |  | **TID** | | | 04:30 | | 06:30 | |  |
| 42.9 | **BSH/GINI (Previously known as BSH)**  **(T2 – RTO 4 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Faezah Husin**  Application  Management  Division  (**Wisma BSN*)*** | | **Am Qisti Alias**  Application  Management  Division  (**Wisma BSN*)*** | 04:30 | | 06:30 | | Proceed after Step#33.8  (Bring Up BSH/GINI) |
| **Business User:**  *As per Business User Script* | Successful |  | **BMD** | | | 04:30 | | 06:30 | |  |
| 42.10 | **VISA**  **(T2 – RTO 4 hours)** | **ITD SME** | **Business User testing Only** | | | | | | | | | |
| Business Users | Successful |  | **Jab Pernigaan Kad & CRM** | | | 06:00 | | 06:15 | | After signing on to Visa & Master @ 6:00 am |
| 42.11 | **Master Card**  **(T2 – RTO 4 hours)** | **ITD SME** | - | - | **Business User testing Only** | | | - | | - | | - |
| Business Users | Successful |  | **Jab Pernigaan Kad & CRM** | | | 06:00 | | 06:15 | | After signing on to Visa & Master @ 6:00 am |
| 42.12 | **ePintas**  **(T2 – RTO 4 hours)** | **ITD SME**  To test sign on & enquiry. | Expected error due to non-office hour testing |  | **Noor Haslily Mohd Haniff**  IT Security  Division, ITD (**Wisma BSN*)*** | **Rozita**  IT Security  Division, ITD (**Wisma BSN*)*** | | | 04:30 | | 06:30 | After Step #23.3  (Network Switching) |
| **Business User:**  *As per Business User Script* | Successful |  | **Jabatan Operasi Perbankan** | | | | 04:30 | | 06:30 |
| 42.13 | **Remittance**  **(T2 – RTO 4 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Noor Haslily Mohd Haniff**  IT Security  Division, ITD (**Wisma BSN*)*** | **Rozita**  IT Security  Division, ITD (**Wisma BSN*)*** | | | 04:30 | | 06:30 | After Step #23.3  (Network Switching) |
| **Business User:**  *As per Business User Script* | Successful |  | **BMD** | | | | 04:30 | | 06:30 |
| 42.14 | **Zena**  **(T2 – RTO 4 hours)** | **ITD SME**  To test ping and telnet etc. | Successful |  | **Syaiful Nizam Anuar**  Infrastructure  Network &  Data Centre  Division  (***Wisma BSN)*** | | **Tukiran Takim**  Infrastructure  Network &  Data Centre  Division (***Wisma BSN)*** | 04:30 | | 06:30 | | Proceed after Step#33.9  (Bring Up Zena) |
| **Business User:** | **ITD TESTING ONLY** | | | | | | | | | |
| 42.15 | **SSM**  **(T2 – RTO 4 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Nur Amira Khanafi** Application  Management  Division  (***Strateq)*** | | **Muhammad Khairul Firas**  Applications Management  Division(***Strateq)*** | 04:30 | | 06:30 | | Proceed after Step#33.10  (Bring Up SSM) |
| **Business User:**  *As per Business User Script* | Successful |  | **BMD** | | | 04:30 | | 06:30 | |
| 42.16 | **IFAS**  **(T2 – RTO 4 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Mohd Azreen Othman**  Application  Management  Division ***(Strateq***) | | **Mohd Abdullah Ismail**  Application  Management  Division  ***(Strateq***) | 04:30 | | 06:30 | | Proceed after Step#33.11  (Bring Up IFAS)  Next Batch Run for IFAS |
| **Business User:** | Successful |  | **FD** | | | 04:30 | | 06:30 | | Proceed after Step#33.11  (Bring Up IFAS) |
| 42.17 | **File Integrity Monitoring**  **(T2 – RTO 4 hours)** | **ITD SME**  To test ping & Telnet.  To test agent connectivity  Check Threat dashboard | Successful |  | **Mohd Syafiq Mohd Saleh**  IT Security  Division  (***Strateq)*** | | **Faizal Faiz Othman**  IT Security  Division  (***Strateq)*** | 04:30 | | 06:30 | | Proceed after Step#33.12  (Bring Up File Integrity Monitor) |
| **Business User:** | **ITD TESTING ONLY** | | | | | | | | | |
| 42.18 | **QRadar**  **(T2 – RTO 4 hours)** | **ITD SME**  To test ping & Telnet.  Logon to QRadar  Ensure logs are current  Ensure VPN tunnel to Ensign is up | **Successful** | Successful | **Faizal Faiz Othman**  IT Security  Division  **(Strateq)** | | **Azizul Abd Talib**  IT Security  Division  **(Strateq)** | 04:30 | | 06:30 | | Proceed after Step#38.1  (Bring Up QRadar) |
| **Business User:** | **ITD TESTING ONLY** | | | | | | | | | |

### Verification for Tier 2 (RTO 5 Hours) @ DR, Strateq (05:30 – 07:30)

|  |  |  |  |
| --- | --- | --- | --- |
| **Handover DR, Strateq to ITD SME & Business User for System Verification** | **Tier 2 systems – RTO 5 hours**  **RTO END AT 07:30 (17/06/22)** | 1. EB 2. Asccend/i-Navigator 3. Loan eStatement 4. Juris JOM 5. Juris JOMC 6. Juris JConvey 7. Juris JCollect 8. BI Publisher 9. RAMCI -- 3rd Parties Application 10. Bursa-- 3rd Parties Application 11. DCA 12. CSS 13. CCRIS | 1. Activate 2. Shared Folder [\\MSFSA038](file://MSFSA038) 3. Shared Folder [\\MSFSA118](file://MSFSA118) 4. Shared Folder [\\MSFSA226](file://MSFSA226) 5. Shared Folder [\\MSFSA169](file://MSFSA169) 6. Staging Server MSSGA778 for Asccend 7. Staging Server SAFTA017 for SAFTA 8. Email |

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 43.1 | **EB**  **(T2 – RTO 5 hours)** | **ITD SME**  To test sign on web module, sign-on POS terminal and balance enquiry. | Successful |  | **Nurhafiz Shamssudin** Application  Management  Division  **(Wisma BSN)** | | **Aneza Aneem** Application  Management  Division **(Wisma BSN)** | 05:30 | 07:30 | Proceed after Step#34.1  (Bring Up EB) |
| **Business User:**  *As per Business User Script* | Successful |  | **DBD** | | | 05:30 | 07:30 |  |
| 43.2 | **Asccend /I-Navigator**  **(T2 – RTO 5 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Nor Zaiasron Yahaya**  Infrastructure  Network &  Data Centre  Division  (**Wisma BSN*)*** | **Mazlan Muhammad**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | | 05:30 | 07:30 | Proceed after step #40.11  (Verify Asccend) |
| **Business User:**  *As per Business User Script* | Successful |  | **CBCRM** | | | 05:30 | 07:30 |
| 43.3 | **Loan Statement**  **(T2 – RTO 5 hours)** | **ITD SME**  To test sign on & enquiry | Successful |  | **Palaniappan Nagappan**  Application Management Division **(Wisma BSN)** | **Mohd Khairul Firas**  Application Management Division **(Strateq)** | | 05:30 | 07:30 | Proceed after Step#34.2  (Bring Up Loan Statement) |
| **Business User:**  *As per Business User Script* | Successful |  | **DBD** | | | 05:30 | 07:30 |
| 43.4 | **Juris JOM**  **(T2 – RTO 5 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Mohammad Ezzat Ameer**  Application  Management  Division  **(Strateq)** | **Razali Hassan**  Application  Management  Division  (**Wisma BSN*)*** | | 05:30 | 07:30 | Proceed after Step # 36.6  (Juris is Up) |
| **Business User:**  *As per Business User Script* | Successful |  | **COD & RBD** | | | 05:30 | 07:30 |
| 43.5 | **Juris JOMC**  **(T2 – RTO 5 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Mohammad Ezzat Ameer**  Application  Management  Division  **(Strateq)** | **Razali Hassan**  Application  Management  Division  (**Wisma BSN*)*** | | 05:30 | 07:30 | Proceed after Step #36.6  (Juris is Up) |
| **Business User:**  *As per Business User Script* | Successful |  | **COD & RBD** | | | 05:30 | 07:30 |
| 43.6 | **Juris Jconvey**  **(T2 – RTO 5 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Mohammad Ezzat Ameer**  Application  Management  Division  **(Strateq)** | **Razali Hassan**  Application  Management  Division  (**Wisma BSN*)*** | | 05:30 | 07:30 | Proceed after Step # 36.6  (Juris is Up) |
| **Business User:**  *As per Business User Script* | Successful |  | **COD** | | | 05:30 | 07:30 |
| 43.7 | **JCollect**  **(T2 – RTO 5 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Mohammad Ezzat Ameer**  Application  Management  Division  **(Strateq)** | **Razali Hassan**  Application  Management  Division  (**Wisma BSN*)*** | | 05:30 | 07:30 | Proceed after Step # 36.6  (Juris is Up) |
| **Business User:**  *As per Business User Script* | Successful |  | **CRD** | | | 05:30 | 07:30 | Proceed after Step # 36.6  (Juris is Up) |
| 43.8 | **BI Publisher**  **(T2 – RTO 5 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Nur Azura Alias**  Application  Management  Division **(Wisma BSN)** | **Mohd Furqan** Application  Management  Division  **(Wisma BSN)** | | 05:30 | 07:30 | Proceed after Step# 37.5  (BI Publisher is up) |
| **Business User:** | **ITD TESTING ONLY** | | | | | | | |
| 43.9 | **RAMCI**  **(T2 – RTO 5 hours)** | **ITD SME**  To Ping & telnet from Juris application (IP 10.10.70.116) to  **RAMCI** (IP)  [https://b2b.experian.com.my](https://b2b.experian.com.my/)  *Assist By Server Team : Sairuddin Saidi* | Successful |  | **Mohammad Ezzat Ameer**  Application  Management  Division  **(Strateq)** | **Razali Hassan**  Application  Management  Division  (**Wisma BSN*)*** | | 05:30 | 07:30 | Proceed after Step # 36.6  (Juris is Up) |
| **Business User:** | **ITD Testing Only** | | | | | | | |
| 43.10 | **Bursa**  **(T2 – RTO 5 hours)** | **ITD SME**  [https://bsas.bursamalaysia.com](https://bsas.bursamalaysia.com/)  **Bursa** (IP)  <https://bsasapi.bursamalaysia.com>  *Assist By Server Team : Sairuddin Saidi* | Successful |  | **Mohammad Ezzat Ameer**  Application  Management  Division  **(Strateq)** | **Razali Hassan**  Application  Management  Division  (**Wisma BSN*)*** | | 05:30 | 07:30 | Proceed after Step # 36.6  (Juris is Up) |
| **Business User:**  *As per Business User Script* | Successful |  | **ITD Testing Only** | | | 05:30 | 07:30 |
| 43.11 | **DCA**  **(T2 – RTO 5 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Mohammad Ezzat Ameer**  Application  Management  Division  **(Strateq)** | **Razali Hassan**  Application  Management  Division  (**Wisma BSN*)*** | | 05:30 | 07:30 | Proceed after Step #34.3  (Bring Up DCA) |
| **Business User:**  *As per Business User Script* | Successful |  | **CRD** | | | 05:30 | 07:30 |  |
| 43.12 | **CSS**  **(T2 – RTO 5 hours)** | **ITD SME**  To ping & telnet from Juris application  (IP 10.10.70.116) to CSS server  (IP 10.26.70.169) Port: 8092  *Assist By Server Team : Sairuddin Saidi* | Successful |  | **Mohammad Ezzat Ameer**  Application  Management  Division  **(Strateq)** | **Razali Hassan**  Application  Management  Division  (**Wisma BSN*)*** | | 05:30 | 07:30 | Proceed after Step #34.4  (Bring Up CSS)  &  After  Step # 36.6  (Juris is Up) |
| **Business User:**  *As per Business User Script* | Successful |  | **RMD** | | | 05:30 | 07:30 |  |
| 43.13 | **CCRIS**  **(T2 – RTO 5 hours)** | **ITD SME**  To test sign on & enquiry.  Ping & telnet from Juris application (IP 10.10.70.116) to CCRIS server (IP 10.26.50.132) | Successful |  | **Mohammad Ezzat Ameer**  Core Banking  Application  Division  ***(Strateq)*** | **Razali Hassan**  Application  Management  Division  (**Wisma BSN*)*** | | 05:30 | 07:30 | Proceed after Step #34.5  (Bring Up CCRIS)  &  After  Step # 36.6  (Juris is Up) |
| **Business User:**  *As per Business User Script* | Successful |  | **COD & RBD** | | | 05:30 | 07:30 |  |
| 43.14 | **Activate**  **(T2 – RTO 5 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Mohamad Rozaidi Roslee** Application  Management  Division  (***Wisma BSN)*** | **Liliza Mohamad**  Application  Management Division  (***Wisma BSN)*** | | 05:30 | 07:30 | Proceed after Step #34.6  (Bring Up Activate) |
| **Business User:**  *As per Business User Script* | Successful |  | **CBCRM** | | | 05:30 | 07:30 |
| 43.15 | **Shared Folder** [**\\MSFSA038**](file://MSFSA038/)  **(T2 – RTO 5 hours)** | **ITD SME**  To view folder | Successful |  | **Noor Haslily Mohd Haniff**  IT Security  Division, ITD (***Wisma BSN)*** | **Rozita**  IT Security  Division, ITD (***Wisma BSN)*** | | 05:30 | 07:30 | Proceed after Step #34.7  (Bring Up SF  [\\](https://intellizecommy.sharepoint.com/)[MSFSA038](file://MSFSA038/)) |
| **Business User:**  *As per Business User Script* | Successful |  | **RBD & COD & CXD** | | | 05:30 | 07:30 |
| 43.16 | **Shared Folde**[**r \\MSFSA118**](file://MSFSA118/)  **(T2 – RTO 5 hours)** | **ITD SME**  To view folder | Successful |  | **Noor Haslily Mohd Haniff**  IT Security  Division, ITD (***Wisma BSN)*** | **Rozita**  IT Security  Division, ITD (***Wisma BSN)*** | | 05:30 | 07:30 | Proceed after Step #34.8  (Bring Up SF [\\MSFSA118](file://MSFSA118/)  ) |
| **Business User:**  *As per Business User Script* | Successful |  | **CXD, LCSD, COD & CRD** | | | 05:30 | 07:30 |
| 43.17 | **Shared Folde**[**r \\MSFSA226**](file://MSFSA226/)  **(T2 – RTO 5 hours)** | **ITD SME**  To view folder | Successful |  | **Noor Haslily Mohd Haniff**  IT Security  Division, ITD (***Wisma BSN)*** | **Rozita**  IT Security  Division, ITD (***Wisma BSN)*** | | 05:30 | 07:30 | Proceed after Step #34.9  (Bring up [\\MSFSA226](file://MSFSA226/) ) |
| **Business User:**  *As per Business User Script* | Successful |  | **COD & CRD** | | | 05:30 | 07:30 |
| 43.18 | **Shared Folde**[**r** \\MSFSA169](file://MSFSA169/)  **(T2 – RTO 5 hours)** | **ITD SME**  To view folder | Successful |  | **Noor Haslily Mohd Haniff**  IT Security  Division, ITD (***Wisma BSN)*** | **Rozita**  IT Security  Division, ITD (***Wisma BSN)*** | | 05:30 | 07:30 | Proceed after Step #34.10  (Bring up [\\MSFSA169](file://MSFSA169/)) |
| **Business User:**  *As per Business User Script* | Successful |  | **RBD & COD** | | | 05:30 | 07:30 | Proceed after Step #34.10  (Bring up [\\MSFSA169](file://MSFSA169/)) |
| 43.19 | **Staging Server MSSGA778 for Asccend**  **(T2 – RTO 5 hours)** | **ITD SME**  To test ping and telnet etc. | Successful |  | **Nor Zaiasron Yahaya**  Infrastructure  Network &  Data Centre  Division ***(Wisma BSN)*** | **Mohamad**  **Zailani Zainol Abidin**  Infrastructure  Network &  Data Centre Division  (***Strateq)*** | | 05:30 | 07:30 | Proceed after Step #34.11  (Bring Up MSSGA778) |
| **Business User:**  *As per Business User Script* | Successful |  | **ITD Testing Only** | | | 05:30 | 07:30 |
| 43.20 | **Staging Server SAFTA017 for SAFTA**  **(T2 – RTO 5 hours)** | **ITD SME**  To test ping and telnet etc. | Successful |  | **Nor Zaiasron Yahaya**  Infrastructure  Network &  Data Centre  Division ***(Wisma BSN)*** | **Mohamad**  **Zailani Zainol Abidin**  Infrastructure  Network &  Data Centre Division  (***Strateq)*** | | 05:30 | 07:30 | Proceed after Step #34.12  (Bring Up SAFTA017) |
| **Business User:** | **ITD TESTING ONLY** | | | | | | | |
| 43.21 | **Email** | * Send & receive email from Internet * Send & email to BCM Group * ITD Testing only | Successful |  | **Hanif Mohd Jaffar**  Infrastructure  Network &  Data Centre  Division  **(Wisma BSN)** | **Muhamad Khalil Mohd**  Infrastructure  Network &  Data Centre  Division  **(Wisma BSN)** | | 05:30 | 07:30 | After Step# 12  Email Switching to DR (00:00 – 03:00) |
| **Business User:** | **ITD TESTING ONLY** | | | | | | | |

### Verification for Tier 3 (RTO 1 Day) @ DR, Strateq (05:30 – 07:30)

|  |  |  |  |
| --- | --- | --- | --- |
| **Handover DR, Strateq to ITD SME & Business User for System Verification** | **Tier 3 systems – RTO 1 day (24 Hours)**  **RTO END AT 02:30 (18/06/22)** | 1. HR4U 2. IDMS 3. CMSys 4. Loyalty system | 1. BoardPac 2. BSN Insight/SharePoint 3. IMX |

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 44.1 | **HR4U**  **(T3 – RTO 24 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Nor Hadhirah**  **Mohd Sheriff**  Application  Management  Division  (***Wisma BSN)*** | **Syazana Abd Razak**  Application  Management  Division ***(Wisma BSN)*** | 05:30 | 07:30 | Proceed after Step #35.1  (Bring Up HR4U) |
| **Business User:**  *As per Business User Script* | Successful |  | **HRMD** | | 05:30 | 07:30 |
| 44.2 | **IDMS**  **(T3 – RTO 24 hours)** | **ITD SME**  To test Ping and Telnet | Successful |  | **Mohd Azreen**  **Othman**  Application  Management  Division  (***Wisma BSN)*** | **Syazana Abd Razak**  Application  Management  Division ***(Wisma BSN)*** | 05:30 | 07:30 | Proceed after Step #35.2  (Bring Up IDMS) |
| **Business User:**  *As per Business User Script* | Successful |  | **COD** | | 05:30 | 07:30 |  |
| 44.3 | **CMSys**  **(T3 – RTO 24 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Nor Hadhirah**  **Mohd Sheriff**  Application  Management  Division  (***Wisma BSN)*** | **Syazana Abd Razak**  Application  Management  Division ***(Wisma BSN)*** | 05:30 | 07:30 | Proceed after Step #35.3  (Bring Up CMSys) |
| **Business User:**  *As per Business User Script* | Successful |  | **COD** | | 05:30 | 07:30 |
| 44.4 | **Loyalty system**  **(T3 – RTO 24 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Zuhaida**  **Mohamad**  Application  Management  Division  (***VPN@Home)*** | **Aneza Aneem** Application  Management  Division, ITD  **(Wisma BSN*)*** | 05:30 | 07:30 | Proceed after Step #35.4  (Bring Up Loyalty system)  Next Batch Run for Loyalty |
| **Business User:**  *As per Business User Script* | Successful |  | **CCRM** | | 05:30 | 07:30 |
| 44.5 | **BoardPac**  **(T3 – RTO 24 hours)** | **ITD SME**  To test ping & Telnet. | Successful |  | **Syazana Abd Razak**  Application  Management  Division ***(Wisma BSN)*** | **Nor Hadhirah**  **Mohd Sheriff**  Application management division (***Wisma BSN)*** | 05:30 | 07:30 | Proceed after Step #35.5  (Bring Up BoardPac) |
| **Business User:**  *As per Business User Script* | Successful |  | **LCSD** | | 05:30 | 07:30 | Proceed after Step #35.5  (Bring Up BoardPac) |
| 44.6 | **BSN Insight**  **(T3 – RTO 24 hours)** | **ITD SME**  To test ping & Telnet. | Successful |  | **Syazana Abd Razak**  Application  Management  Division ***(Wisma BSN)*** | **Harman bin Zulkifli**  Application management division (**Wisma BSN*)*** | 05:30 | 07:30 | Proceed after Step #35.6  (Bring Up BSN Insight) |
| **Business User:**  *As per Business User Script* | Successful |  | **SCD** | | 05:30 | 07:30 |
| 44.7 | **IMX**  **(T3 – RTO 24 hours)** | **ITD SME**  To test ping & Telnet.  Check VPN Tunnel Connection  ***Assisted by Server team (Mohd Kamil Mohd Kalid)*** | Successful |  | **Zuhaida Mohamad**  Application Management Division (***Wisma BSN)*** | **Aneza Aneem** Application Management Division ***(Wisma BSN)*** | 05:30 | 07:30 | Proceed after Step #35.7  (Bring Up IMX) |
| **Business User:** | Successful |  | **CCRM** | | 05:30 | 07:30 |

### Verification for Tier 4 (RTO 2 Day) @ DR, Strateq (05:30 – 07:30)

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| --- | --- | --- | --- |
| **Handover DR, Strateq to ITD SME & Business User for System Verification** | **Tier 4 systems – RTO 2 day (48 Hours)**  **RTO END AT 02:30 (19/06/22)** | 1. EMM |  |

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 45.1 | **EMM**  **(T4 – RTO 48 hours)** | **ITD SME**  To test ping & Telnet. | Successful |  | **Wan Al Hazimi Wan Hamzah**  IT Security  Division  ***(Strateq)*** | **Nursuraya Halisha Abd Malek**  IT Security  Division  ***(Strateq)*** | 05:30 | 07:30 | Proceed after Step #35.8  (Bring Up EMM) |
| **Business User:** | Successful |  | **DBD** | | 05:30 | 07:30 |  |

## BATCH RUN @ DR, STRATEQ

|  |
| --- |
| **DISASTER RECOVERY LIVE RUN**  **FOR CRITICAL BUSINESS FUNCTIONS (CBF) via Replicated Volume**  **ACTIVITY – BATCH RUN**  **Date: 17/06/2022(Friday)**  **Time: 04:30 – 15:00**  **Venue: refer to the list of venue (first page)** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Handover DR Strateq System to ‘ITD SME for Batch**  **Runs Team‘** | **Batch Run for System:** | 1. AS400 Batch Runs | 2. Core Banking Batch Run  3. Wintel Batch Runs |

| **No** | **Process** | **Detail Step** | | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 46.1 | AS400 Batch Runs | Asccend    Please refer to VISA-Asccend02 Run Request Form | | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | **Nor Zaiasron Yahaya**  **/Ahmad**  **Shahruddin**  **Baharom**  Infrastructure  Network &  Data Centre  Division (***Wisma BSN)*** | 04:30 | 10:00 | After RTO  After Step#  40.11  Asccend Verification |
| 46.2 | Batch Run for ICBS | ICBS  CORE-JOBS   1. ICBS BATCH-PT2&3     NON-CORE   1. ICBS ASC-Chrg-Process 2. ICBS ASC-Settlle-Process 3. ICBS STMT-PRNT 4. ICBS OUT-AMLA 5. ICBS OCM-RCVRY | | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | **Syaiful Nizam Anuar**  **/Tukiran Takim**  Infrastructure  Network &  Data Centre  Division (***Wisma BSN)*** | 04:45 | 11:00 | After RTO  After Step#  40.6  (ICBS Verification) |
| 46.3 | Batch run for Juris | | Execute Juris Batch RUN | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | **Syaiful Nizam Anuar**  **/Tukiran Takim**  Infrastructure  Network &  Data Centre  Division (***Wisma BSN)*** | 06:30 | 11:00 | After RTO  After Step#  43.4-7  (Juris Verified) |
| 46.4 | Batch run for BI Publisher | | Execute BI Publisher Batch RUN | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | **Syaiful Nizam Anuar**  **/**  **Tukiran Takim**  Infrastructure  Network &  Data Centre  Division (***Wisma BSN)*** | 06:30 | 15:00 | After RTO  After Step#  43.8  (BI Verified) |
| 46.5 | Batch run for IFAS | | IFAS batch run | Successful |  | **IT Operator** Infrastructure  Network &  Data Centre  Division ***(Wisma BSN)*** | **Asrol Amri Daod**  Applications Management  Division  ***(Wisma BSN)*** | 06:00 | 11:00 | After RTO  After Step#  42.16  (IFAS Verified) |
| 46.6 | Batch run for Loyalty | | Loyalty batch run  Input from Asccend Batch Run     * Assisted by Server team (Mohd Kamil Mohd Kalid) | Successful |  | **Zuhaida**  **Mohamad**  Application  Management  Division  (***VPN@Home)*** | **Aneza Aneem** Application  Management  Division  (***VPN@Home)*** | 06:00 | 11:00 | After RTO  After Step#  44.4  (Loyalty Verified) |
| 46.7 | Batch run for Bizfuze | | Bizfuse batch run | Successful |  | **Imran Mohd**  **Wakid**  Application  Management  Division ***(Wisma BSN)*** | **Saridah Ibrahim**  Application  Management  Division ***(Wisma BSN)*** | 05:00 | 11:00 | After RTO  After Step#  41.8  (Bizfuse Verified) |

## DISASTER END

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **DISASTER RECOVERY LIVE RUN**  **FOR CRITICAL BUSINESS FUNCTIONS (CBF) via Replicated Volume**  **ACTIVITY - DISASTER END**  **Date: 17/06/2022 (Friday)**  **Time: 07:30 – 08:00**  **Venue: refer to the list of venue (first page)** | | | | | | | | | |
| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| **Start** | **End** |
| 47.1 | Failover Activity Ends | To get declaration sign off by designated authority | Successful |  | **Justin Francis**  Intellize Tech Services (**Wisma BSN)** | **BCM Secretariat**  (**Wisma BSN)** | 07:30 | 07:45 |  |
| 47.2 | Activity Debrief Meeting | Too brief the stakeholders of the activity outcome. | Successful |  | **Justin Francis**  Intellize Tech Services (**Wisma BSN)** | **BCM Secretariat**  (**Wisma BSN)** | 07:45 | 8:00 |  |

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|  | **Status Meeting**  **Attendees :**  1. RMD  2. ITD  3. Department BCM Coordinator  4. CMT | **Venue:** Wisma BSN- Bunga Raya, Conference Room  **Time:-** 17/06/2022 – 07:30 - 08:00 | **Objectives:**  Update CMT on the DR Activities |

## START BUSINESS OPERATIONS AT DRC

|  |
| --- |
| **DISASTER RECOVERY LIVE RUN**  **FOR CRITICAL BUSINESS FUNCTIONS (CBF) via Replicated Volume**  **ACTIVITY – Start Business Operations at DRC**  **Date: 17/06/2022(Friday)**  **Time: 08:00 – 17:30**  **Venue: refer to the list of venue (first page)** |

### Business as Usual at DR, Strateq (08:00 – 17:30)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 48.1 | Business as usual at DR Strateq | Business as usual from:   1. Disaster Recovery Data Centre, Strateq 2. Respective Departments, BSN HQ. 3. All BSN Branches Nationwide (for ATM, CDM, CoDM) 4. Other transaction channels (MEPS, IB, Visa & Mastercard, myDebit) | Successful |  | BAU | BAU | 08:00 | 17:30 |  |
| 48.2 | Reverse Storage replication process from DR System, Strateq to Production system, Bangi for HPE | 1. Perform recover to change the copy direction from DR Strateq to PROD Bangi 2. Verify the copy direction 3. Start remote copy from DR Strateq to Production Bangi | Successful |  | **Mohd Zuwairi Kamarudin**  Infrastructure  Network &  Data Centre  Division *(****Strateq)*** | **Shahril Anuar Ahmad**  Infrastructure  Network &  Data Centre  Division  *(****Strateq)*** | 09:00 | 10:00 |  |
| 48.3 | Reverse Storage replication process from DR system from Strateq to Production system, Bangi for IBM | 1. Perform Enable copy to Site 1 for all MetroMirror sessions for ICBS, JURIS, BIPUB DB, Apps and Wintel servers. 2. Perform Start H2-H1 for all MetroMirror sessions for ICBS, JURIS, BIPUB DB, Apps and Wintel servers | Successful |  | **Shahril Anuar Ahmad**  Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | **Mohd Zuwairi Kamarudin**  Infrastructure  Network &  Data Centre  Division  (***Strateq)*** | 09:00 | 10:00 |  |
| 48.4 | Reverse Storage replication process from DR system, Strateq to Production system, Bangi for IBM | 1. Perform Enable copy to Site 1 for all MetroMirror sessions for Mainframe 2. Perform Start H2->H1 for all MetroMirror sessions for Mainframe 3. Verify that the status H2->H1 | Successful |  | **Rubendran al**  **Kunasagaran**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | **Ahmad bin Ismail**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | 09:00 | 10:00 |  |

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|  | **Status Meeting**  **Attendees :**  1. RMD  2. ITD  3. Department BCM Coordinator | **Venue:** Wisma BSN- Bunga Raya, Conference Room  **Time:-** 17/06/2022 - 09:00 | **Objectives:**  To get the status updates for branch operations and online services. |

## DATA AND BATCH VERIFICATION (AFTER BATCH RUN @ DR STRATEQ) (13:00 – 16:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note/Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 49.1 | Extract Data after Batch Run at DR, Strateq - BI | 1. BI Publisher – COUNT BBSD\_HIST\_TRANSACTIONS (ICBS) = COUNT ICBS\_BBSD\_HIST\_TRANSACTIONS (CBRPT) | Successful |  | **Mohd Furqan** Applications Management  (**VPN@Home*)*** | **Nur Azura Alias** Applications Management  (**VPN@Home*)*** | 15:00 | 16:00 | After 46.4 Batch Run – BI Completed |
| 49.2 | Extract Data after Batch Run at DR, Strateq – ICBS Deposit | 2. ICBS - Deposit - Query on Account that status change from Active to Dormant. | Successful |  | **Munirah** Application  Management  Division  (**Wisma BSN*)*** | **Nor Izah** Application  Management  Division  (**Wisma BSN*)*** | 13:00 | 14:00 | After 46.2 Batch Run – ICBS Completed |
| 49.3 | Extract Data after Batch Run at DR, Strateq – ICBS Interface | 3. ICBS - Interface - Inquiry table on ATM and WESB | Successful |  | **Khairul Huda Wahab**  Application  Management  Division, ITD  (**Wisma BSN*)*** | **Muhammad Syukri Zaki**  Application  Management  Division, ITD  (**Wisma BSN*)*** | 13:00 | 14:00 | After 46.2 Batch Run – ICBS Completed |
| 49.4 | Batch Run Verification DR, Strateq - Mainframe Batch Runs Verification | Mainframe Batch Runs Verification:   * 1. OCM24   Once green light given to proceed OCM batch.  A. Extraction of OCM files   1. To produce numbers of ATM trans 2. To produce numbers of MEPS trans 3. FTPfile to Asccend   FTP file to ICBS | Successful | Successful | **Mohd Rozi Asari**  Infrastructure  Network &  Data Centre  Division  (**Wisma BSN*)*** | **Nor Azmi bin Mat Nasir**  Infrastructure  Network &  Data Centre  Division  (**Wisma BSN*)*** | 13:00 | 14:00 | After Batch Run – OCM Completed |
| 49.5 | Batch Run Verification DR, Strateq - AS400 Batch Runs Verification | AS400 Batch Runs Verification:   1. Asccend   Before Asscend Batch starts:   1. Make sure visa incoming file is using the current input – (VIINDDMM)    1. DD ->Date    2. MM => Month   \*\* Time Estimation = 30 minutes \*\*  After Asccend Batch Complete:   1. Check output file for Perso and Tng at ascend staging server    1. Person file:-([\\10.10.100.10\asccend\TouchnGoPerso](file://10.10.100.10/asccend/TouchnGoPerso))    2. TnG File: - ([\\10.10.100.10\asccend\TNG](file://10.10.100.10/asccend/TNG)) 2. Make sure Inquiry Issuer Transaction file is tally.    1. Method checking (using AIPA screen)    2. \*\* Time Estimation = 30 minutes \*\* 3. Make sure Inquiry Issuer Transaction file is tally.    1. Method checking (using AIPA screen)   \*\* Time Estimation = 30 minutes \*\* | Successful | Successful | **Nor Zaiasron Yahaya**  Infrastructure  Network &  Data Centre  Division  (**Wisma BSN*)*** | **Ahmad**  **Shahruddin**  **Baharom**  Infrastructure  Network &  Data Centre  Division (**Wisma BSN*)*** | 13:00 | 14:00 | After 46.1 Batch Run – AS400 Completed |
| 49.6 | Batch Run Verification DR, Strateq : **ICBS – Deposit** | P Series Batch Runs Verification: -**ICBS – Deposit**  1. Profit Scales Report  2. BURSA file (BSAS-STP-BSN-yyyymmdd-001-DEP)  3. Query on Account that status change from Active to Dormant. | Successful | Successful | **Munirah** Application  Management  Division, ITD  (**Wisma BSN*)*** | **Nor Izah** Application  Management  Division, ITD  (**Wisma BSN*)*** | 13:00 | 14:00 | After 46.2 Batch Run – ICBS Completed |
| 49.7 | Batch Run Verification DR, Strateq - P Series : - **ICBS – Interface** | P Series Batch Runs Verification: - **ICBS – Interface**  1. IFAS file – check on the certain transaction branches  2. Folder report – check on the naming convention as well as estimation on the file size.  3. Verify on Ascend file output  4. Verify on AMLA output file  5. Inquiry table on ATM and WESB. | Successful | Successful | **Adila/Sarah**  Infrastructure  Network &  Data Centre  Division  (***Wisma BSN)*** | **Syukri Zaki** Application Management Division, ITD  ***(Wisma BSN)*** | 13:00 | 14:00 | After 46.2 Batch Run – ICBS Completed |
| 49.8 | Batch Run Verification DR, Strateq - P Series: **ICBS - BDS/GL** | P Series Batch Runs Verification: **ICBS - BDS/GL**  1. BBGLA34R (Branch Daily Balance Sheet) – expected the output will have variance between Prod and DR. The difference should be justifiable only due to transaction not catered by DR. | Successful | Successful | **Ahmad Syafiq Saprudin** Application Management Division, ITD  (**VPN@Home*)*** | **Mohd Azrip Aminudin / Nur Akilah Fadzil** Application Management Division, ITD  (**Vpn@Home*)*** | 13:00 | 14:00 | After 46.2 Batch Run – ICBS Completed |
| 49.9 | Batch Run Verification DR, Strateq : **IFAS** | Wintel Batch Runs Verification: -**IFAS**  **To check the batch run sequence (15 min)** | Successful | Successful | **Mohd Azreen Othman** Application  Management  Division, ITD  (**Wisma BSN*)*** | **Harman Zulkifli** Application  Management  Division, ITD  (**Wisma BSN*)*** | 13:00 | 14:00 | After 46.5 Batch Run – IFAS Completed |
| 49.10 | Batch Run Verification DR, Strateq : **Loyalty** | Wintel Batch Runs Verification: -**Loyalty** -  1. To verify by producing data file naming by date  2.Update Loyalty data file using Asscend input file | Successful | Successful | **Zuhaida Mohamad**  Application  Management  Division, ITD  (**Wisma BSN*)*** | **Aneza Aneem**  Application  Management  Division, ITD  (**Wisma BSN*)*** | 13:00 | 14:00 | After 46.6 Batch Run – Loyalty Completed |
| 49.11 | Batch Run Verification DR, Strateq : **BizFuze** | 4c. Wintel Batch Runs Verification: - **Bizfus**e  To verify Batch Job report CMES | Successful | Successful | **Imran Mohd**  **Wakid**  Application  Management  Division (**Wisma BSN*)*** | **Saridah Ibrahim**  Application  Management  Division (**Wisma BSN*)*** | 13:00 | 14:00 | After 46.7 Batch Run – BizFuze Completed |

# RETURN TO NORMALCY

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| --- |
| **DISASTER RECOVERY LIVE RUN**  **FOR CRITICAL BUSINESS FUNCTIONS (CBF) via Replicated Volume**  **ACTIVITY – Return to Normalcy (Preparation)**  **Date: 17/06/2022(Friday) & 18/06/2022 (Saturday)**  **Time: 17:00 – 09:30**  **Venue: refer to the list of venue (first page)** |

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Systems / Services** | **Standard**  **Business Hours** | **Service Downtime**  **(18th June 2022)** |
| 1. | SAN & myDebit | 24 X 7 | 12:00 am to 06:00 am |
| 2. | RPP Incoming | 24 X 7 |
| 3. | Internet Banking (MyBSN)  (including RPP Outgoing, JomPAY and FPX) | 23.75 x 7  12:15 am – 11:59 pm |
| 4. | ATM & CDM | 12:15 am – 11:45 pm |
| 5. | Credit Card & Debit Card | 24 X 7 | 12:00 am to 06:00 am |
| 6. | Merchant POS Terminal | 07:00 am – 12:00 am |
| 7. | BSN e-biz (CDB) | 23.75 x 7  12:15 am – 11:59 pm | 12:00 pm to 6:00 am |
| 8. | BSN InfoSite | 24 X 7 | 12:00 pm to 5:00 am |

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| **Status Meeting**  Attendees:   1. RMD 2. ITD 3. Dept BCM Coordinator | **Venue:** Wisma BSN- Bunga Raya, Conference Room  **Date/Time:** 17/06/2022 - 19:00 | **Objectives:**  To get the status updates before return to normalcy |

## PREPARATION

### Overall Readiness

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Result** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 50.1 | ITD Service Desk operation and contact numbers at Wisma BSN. | a. Answer calls of the problems.  b. Manage/escalate issue.  Contact numbers for ITD Service Desk:  Ext : 13223 (03-2028 3263)  Ext : 13222 (03-2028 3263) | Successful |  | **Nor Azam** IT Service Delivery Management  ***(Wisma BSN)*** | **Hj Narimah** IT Service Delivery Management  ***(Wisma BSN)*** | 01:00 18/06 | 09:00  18/06 |  |
| 50.2 | Contact numbers for Data Network at Wisma BSN. | Contact number for Data Network:  HP: 017 6773453 | Successful |  | **Fatin Shahmira**  Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | **Mohd Faiz Hamid**  Infrastructure  Network &  Data Centre  Division ***(Wisma BSN)*** | 20:00 17/06 | 09:00  18/06 |  |
| 50.3 | Contact numbers for System Security Administrator | Contact number for User ID and Password  Ext : 13224 (03-2028 3257)  Ext: 13225 (03-2028 3257)  HP: 018-7824861 (Noor Haslily)  HP: 019- 2677317 (Rozita) | Successful |  | **Noor Haslily Mohd Haniff**  IT Security  Division, ITD (***Wisma BSN)*** | **Rozita**  IT Security  Division, ITD (***Wisma BSN)*** | 20:00 17/06 | 09:00  18/06 |  |

### Backup & Batch Job Processing (17:00 – 00:00) @ DR, Strateq (before return to normalcy)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 51.1 | Start Juris Backup (earlier) at DR, Strateq | Suggest to run @ 5:00 PM | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | **Syaiful Nizam Anuar**  **/Tukiran Takim**  Infrastructure  Network &  Data Centre  Division (***Bangi)*** | 17:00 | 22:00 | Proceed to bring down Juris Step# 57.1 (Bring Down Juris) |
| 51.2 | Batch run at DR Strateq, for ICBS & BI Publisher | 1.      **ICBS**  i.  ICBS Batch that run before 12:00 am for 17/06/2022 must be run as normal at DR system, Strateq. List of jobs as follow:  - ICBS LOAD-EP-INPUT  - ICBS PRE-EOD  - ICBS IN-IBG-W6@2100  - ICBS BATCH Pt1  - ICBS BKP RMAN-INCR  - ICBS GATHERSTAT@23:45  -          ICBS CLEAN-LOG  -          ICBS CHG-DATE-00  ii. Hold ICBS Batch Part 2 (to be run at Production)  Completion of ICBS Batch (E: 00:00)   1. **BI PUBLISHER**  i. Hold BI Publisher batch (to be run at Production)   ii. Backup BI Publisher will be suspended till 18/10/2021 | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | **Syaiful Nizam Anuar**  **/Tukiran Takim**  Infrastructure  Network &  Data Centre  Division ***(Bangi)*** | 21:30 | 00:00 | Proceed to Step# 50.1 (Bring Down ICBS) |
| 51.3 | Wintel Batch Run at DR, Strateq (Loyalty) | Loyalty (Strateq) | Successful |  | **Zuhaida**  **Mohamad**  Application  Management  Division  **(Wisma BSN*)*** | **Nurhafiz Shamssudin** Application  Management  Division  **(Wisma BSN*)*** | 21:00 | 21:15 |  |
| 51.4 | Wintel Batch Run at DR, Strateq (CDB) | CDB (runs before ICBS) | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | **Asrol Amri Daod**  Applications Management  Division  ***(Wisma BSN)*** | 20:15 | 20:45 |  |
| 51.5 | Wintel Batch Run at DR, Strateq (RENTAS) | RENTAS  (Email Notification) | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | **Mohd Azreen Othman**  Application  Management  Division, ITD  ***(Wisma BSN)*** | 22:00 | 23:30 |  |

### Get Replication Status (21:00 – 22:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Result** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 52.1 | To get the status of replication process. | 1. HPE 3PAR Storage Replication for physical servers. | Successful |  | **Mohd Zuwairi Kamarudin**  Infrastructure  Network &  Data Centre  Division *(****Strateq)*** | **Shahril Anuar Ahmad**  Infrastructure  Network &  Data Centre  Division  *(****Strateq)*** | 21:00 | 22:00 | Start @ 21:00 |
| 52.2 | To get the status of replication process. | 1. IBM TPCR Storage Replication for ICBS, BI Publisher, Juris, Mainframe & Wintel. | Successful |  | **Shahril Anuar Ahmad**  Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | **Mohd Zuwairi Kamarudin**  Infrastructure  Network &  Data Centre  Division  (***Strateq)*** | 21:00 | 22:00 | Start @ 21:00 |
| 52.3 | To get the status of replication process. | 1. Mimix DB2 for Asccend. | Successful |  | **Mohd. Zailani**  Infrastructure  Network &  Data Centre  Division  *(****Strateq)*** | **Mazlan Muhammad**  Infrastructure  Network &  Data Centre  Division  *(****Strateq)*** | 21:00 | 22:00 | Start @ 21:00 |

### Bring down Wintel at DR, Strateq

**WINTEL Systems will be brought down in 3 Stages.**

#### Bring Down WINTEL System (Stage 1) (22:00 – 23:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| **Stage 1 – 22:00 – 23:00 (BRING DOWN WINTEL SYSTEMS) (Non Core)** | | | | | | | | | |
| 53.1 | Bring down Wintel at DR, Strateq  (Stage 1)  To be staggered shutdown from 20:00 onwards. | Bring Down:  eSPICK | Successful |  | **Dzuol Hassan Bin Dolman**  ***(Strateq)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.2 | Bring Down:  Mobile banking | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.3 | Bring Down:  MLQMS | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.4 | Bring Down:  BASys | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.5 | Bring Down:  ITMS | Successful |  | **Muhamad**  **Khalil Mohd**  ***(Bangi)*** | **Dzuol Hassan Bin Dolman**  ***(Strateq)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.6 | Bring Down:  BSH\GINI | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.7 | Bring Down:  SSM | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.8 | Bring Down:  IFAS | Successful |  | **Muhamad**  **Khalil Mohd**  ***(Bangi)*** | **Dzuol Hassan Bin Dolman**  ***(Strateq)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.9 | Bring Down:  File Integrity Monitoring | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.10 | Bring Down:  EB | Successful |  | **Shahril Bin Said**  ***(Wisma BSN)*** | **Saiful Azlan Bin Ahmad**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.11 | Bring down Wintel at DR, Strateq  (Stage 1)  To be staggered shutdown from 20:00 onwards. | Bring Down:  DCA | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.12 | Bring Down:  CSS | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.13 | Bring Down:  CCRIS | Successful |  | **Dzuol Hassan Bin Dolman**  ***(Strateq)*** | **Muhamad**  **Khalil Mohd**  ***(Bangi)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.14 | Bring Down:  Activate | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.15 | Bring Down:  Shared Folder \\MSFSA038 | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.16 |  | Bring Down:  Shared Folder \\MSFSA118 | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.17 |  | Bring Down:  Shared Folder \\MSFSA226 | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.18 |  | Bring Down:  Shared Folder \\MSFSA169 | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.19 | Bring down Wintel at DR, Strateq  (Stage 1)  To be staggered shutdown from 20:00 onwards. | Bring Down:  HR4U | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.20 | Bring Down:  IDMS | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.21 | Bring Down:  CMSys | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.22 | Bring Down:  BoardPac | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.23 | Bring Down:  BSN Insight/SharePoint | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |
| 53.24 | Bring Down:  EMM | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 22:00 | 23:00 | Start @ 22:00 |

#### Bring Down WINTEL System (Stage 2) (23:00 - 00:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Stage 2 – 23:00 – 00:00 (BRING DOWN WINTEL SYSTEMS) (Non Core)** | | | | | | | | | |
| 54.1 | Bring down Wintel at DR, Strateq  (Stage 2)  To be staggered shutdown from 21:00 onwards. | Bring Down:  BSN Infosite | Successful |  | **Shahril Bin Said**  ***(Wisma BSN)*** | **Saiful Azlan Bin Ahmad**  ***(Wisma BSN)*** | 23:00 | 00:00 | Start @ 23:00 |
| 54.2 | Health Check:  ATM DIEBOLD AV | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:00 | 00:00 | Start @ 23:00 |
| 54.3 | Bring Down:  ATM NCR AV | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:00 | 00:00 | Start @ 23:00 |
| 54.4 | Bring Down:  ATM NCR HDE | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:00 | 00:00 | Start @ 23:00 |
| 54.5 | Bring Down:  CDM CL AV | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:00 | 00:00 | Start @ 23:00 |
| 54.6 | Bring Down:  CDM CL HDE | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:00 | 00:00 | Start @ 23:00 |
| 54.7 | Bring Down:  CaRM OKI AV | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:00 | 00:00 | Start @ 23:00 |
| 54.8 | Bring Down:  eSDMS | Successful |  | **Muhamad**  **Muhamad**  **Khalil Mohd**  ***(Bangi)*** | **Dzuol Hassan Bin Dolman**  ***(Strateq)*** | 23:00 | 00:00 | Start @ 23:00 |
| 54.9 | Bring Down:  Loan eStatement | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:00 | 00:00 | Start @ 23:00 |
| 54.10 |  | Bring Down:  BioPak | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 23:00 | 00:00 | Start @ 23:00 |

#### Bring Down WINTEL System (Stage 3) (00:00 – 01:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Stage 3 – 00:00 – 01:00 (BRING DOWN WINTEL SYSTEMS) (Channel Related to Core System)** | | | | | | | | | |  | Bring Down:  25. IB FPX | Successful |  | **\_\_\_\_\_\_\_\_\_\_\_**  **Hanif Mohd**  **Jaffar** | **\_\_\_\_\_\_\_\_\_\_\_**  **Muhamad**  **Khalil Mohd** | 00:00 | 01:00 |  |
| 55.1 | Bring down Wintel at DR, Strateq  (Stage 3)  To be staggered shutdown from 22:00 onwards. | Bring Down:  RENTAS | Successful |  | **Muhamad**  **Khalil Mohd**  ***(Bangi)*** | **Saiful Azlan Bin Ahmad**  **(Wisma BSN)** | 00:00 | 01:00 | Start @ 00:00 |
| 55.2 | Bring Down:  IB FPX | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | Start @ 00:00 |
| 55.3 | Bring Down:  IB Jom Pay | Successful |  | **Shahril Bin Said**  ***(Wisma BSN)*** | **Saiful Azlan Bin Ahmad**  ***(Wisma BSN)*** | 00:00 | 01:00 | Start @ 00:00 |
| 55.4 | Bring Down:  IB myBSN | Successful |  | **Shahril Bin Said**  ***(Wisma BSN)*** | **Saiful Azlan Bin Ahmad**  ***(Wisma BSN)*** | 00:00 | 01:00 | Start @ 00:00 |
| 55.5 | Bring Down:  Retail eStatement | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | Start @ 00:00 |
| 55.6 | Bring Down:  Bizfuse | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | Start @ 00:00 |
| 55.7 | Bring Down:  TLE | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | Start @ 00:00 |
| 55.8 | Bring Down:  NCC  Assisted by Vendor | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | Start @ 00:00 |
| 55.9 | Bring Down:  Zena | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | Wait for batch to complete |
| 55.10 | Bring Down:  Staging Server MSSGA778 for Asccend | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | Wait for batch to complete |
| 55.11 | Bring Down:  Staging Server SAFTA017 for SAFTA | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | Wait for batch to complete |
| 55.12 | Bring Down:  Payswitch (IBG & DD) | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | After Confirmation from Operator |
| 55.13 |  | Bring Down:  Loyalty system | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | Wait for batch to complete |
| 55.14 |  | Bring Down:  IMX | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | Start @ 00:00 |
| 55.15 |  | Bring Down:  CDB | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 00:00 | 01:00 | After Step # 51.4 (CDB Batch Complete) |

### Email Switching to Production (00:00 – 03:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 56 | Switch Email System to Production, Bangi | Activate DAG to Production, Bangi | Successful |  | **Hanif Mohd**  **Jaffar**  Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | **Muhamad Khalil Mohd**  Infrastructure  Network &  Data Centre  Division  **(Bangi)** | 00:00 | 03:00 | Start @ 00:00 |

### Bring Down Juris @ DR, Strateq (22:00 – 23:50)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 57.1 | Disable Load Balancer for Juris Services | Disable Load Balancer for Juris Services only | Successful |  | **Sairuddin**  **Saidi**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | 22:00 | 22:10 | After Step# 51.1  (Juris Backup Completed) |
| 57.2 | Disable and Verify Juris CronJob at DR, Strateq | 1. Disable Juris Cronjob before sync/replication to DR activity   Verify Juris Cronjob DB already disabled | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | **Sairuddin**  **Saidi**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | 22:10 | 22:20 | After Step # 57.1 |
| 57.3 | Bring down Juris Application & Services at DR, Strateq | Bring down Juris application and services | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | **Sairuddin**  **Saidi**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | 22:20 | 22:45 | After Step # 57.2 |
| 57.4 | Data Verification #1 Juris at DR, Strateq | SQL Query for Juris Data  (Before Switch Over DR) | Successful |  | **Nor Azmi** Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | **Mohd Ezzat Ameer** Application  Management  Division, ITD  **(Strateq)** | 22:45 | 23:05 | After Step # 57.3 |
| 57.5 | Bring down Juris Oracle DB at DR, Strateq | Shut down Juris DB | Successful |  | **Rul Nafeeza Munir**  Infrastructure  Network &  Data Centre Division ***(Strateq)*** | **Muhammad**  **Izzat Ramli**  Infrastructure  Network &  Data Centre Division ~~(~~***Strateq)*** | 23:05 | 23:35 | After Step# 57.4 |
| 57.6 | Bring down Juris DB server at DR, Strateq | Bring down Juris DB server   1. Zvm LPAR 3 2. OS LPAR 3 3. ASM Juris | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division ~~(~~***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre Division  ~~(~~***Strateq)*** | 23:35 | 23:50 | After Step# 57.5 |

### Bring Down BI Publisher @ DR, Strateq (23:00 – 00:40)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 58.1 | Bring down BI Publisher Weblogic services at DR, Strateq | Stop Weblogic BI Publisher services | Successful |  | **Rul Nafeeza Munir**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | **Azahary Omar** Infrastructure  Network &  Data Centre Division  (***Strateq)*** | 23:00 | 23:10 | Start @ 23:00 |
| 58.2 | Bring down BI Publisher application server at DR, Strateq | Shutdown BI Publisher application server | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre Division  (***Strateq)*** | 23:10 | 23:20 | After Step# 58.1 |
| 58.3 | Data Verification #1 BI Publisher at DR, Strateq | SQL Query for BI Publisher  (Before Switch Over to DR) | Successful |  | **Mohd Furqan** Applications Management  **(Wisma BSN)** | **Nur Azura Alias** Applications Management  **(Wisma BSN)** | 23:20 | 23:50 | After Step# 58.2 |
| 58.4 | Bring down CBRPT DB at DR, Strateq | Shutdown CBPRT Oracle DB | Successful |  | **Rul Nafeeza**  **Munir**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Muhammad**  **Izzat Ramli**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | 23:50 | 00:20 | After Step# 58.3 |
| 58.5 | Shut down CBRPT DB server at DR, Strateq | Shutdown CBPRT DB server   1. Zvm LPAR 2 2. OS LPAR 2 3. ASM Juris | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre  Division (***Strateq)*** | 00:20 | 00:40 | After Step# 58.4 |

### RPP Gateway (00:00 – 01:30)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 59 | RPP - RPP Gateway #1 and Bring Down RPP | 1. Sign Off from PayNet  2. Take Down ICEXS 2 and ICEXS  3. Demote Switch 2 and Switch 4 as Secondary  4. Bring down DR UI Server  5. Bring Back Connection between PROD and DR.  6. Perform switch-back to PROD  7. Turn On Sync for DB1 and DB3  8. Ensure all RPP components up and running at PROD  9. Turn off offloading  10. Sign on to PayNet  11. Ensure Reroute transaction to Switch 1 and Switch 3 (move endpoint back to PROD switch 1 and switch 3)  12. Ensure DataGuard complete sync NRT2 to NRT1 and UIDB2 to UIDB1.  13. Change NRT database Connection to NRT1 Via Config Builder  14. Sign on to PayNet. | Successful |  | **Mohd Akif Fitri Mohammad**  Applications Management  Division  ***(Wisma BSN)*** | **Muhammad Khairul Firas**  Applications Management  Division ***(Wisma BSN)*** | 00:00 | 01:30 | Start @ 00:00 |

### Bring Down ICBS @ DR, Strateq (00:00 – 01:40)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 60.1 | Disable Load Balancer for ICBS & MQ Service at DR, Strateq | 1. Disable ICBS Load Balancer Services  2. Disable MQ Load Balancer | Successful |  | **Sairuddin**  **Saidi**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | 00:00 | 00:05 | Wait for Step # 51.2  ICBS Batch to Complete |
| 60.2 | Bring down ICBS WebLogic at DR, Strateq | Stop Weblogic ICBS services | Successful |  | **Rul Nafeeza Munir**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | **Azahary Omar** Infrastructure  Network &  Data Centre Division  (***Strateq)*** | 00:05 | 00:20 | After Step # 60.1 |
| 60.3 | Bring down ICBS at DR, Strateq | Bring down ICBS application Server | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre  Division (***Strateq)*** | 00:20 | 00:35 | After Step # 60.2 |
| 60.4 | Data Verification #1 ICBS, at at DR, Strateq | 1. SQL Query for ICBS Data  (Before Switch Over to DR) 2. SQL Query total transaction count by year and sampling transaction. (Before Switch Over to DR)   Extract sampling of 5000 CIS records based on PHPR\_ID range (Before Switch Over to DR) | Successful |  | **Zakariya Ahmad** Application  Management  Division, ITD  ***(Wisma BSN)*** | **Mohd Dzul**  Application  Management  Division, ITD  ***(Wisma BSN)***  ***+***  ***Sat Wai Yun***  (DGU)  (Wisma BSN) | 00:35 | 01:05 | After Step # 60.3 |
| 60.5 | Bring down ICBS Oracle DB at at DR, Strateq | Shutdown ICBS Oracle DB | Successful |  | **Rul Nafeeza Munir**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | **Muhammad**  **Izzat Ramli**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | 01:05 | 01:25 | After Step # 60.4 |
| 60.6 | Bring down ICBS DB server at at DR, Strateq | Shutdown ICBA DB server   1. Zvm LPAR 1 2. OS LPAR 1 3. ASM Juris | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Sairuddin Saidi**  Infrastructure  Network &  Data Centre  Division  (***Strateq)*** | 01:25 | 01:40 | After Step # 60.5 |

### Bring Down Asccend, DR, Strateq (00:00 - 01:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 61.1 | Sign off VISA and Mastercard at DR, Strateq | Sign off to VISA and Mastercard  Successful criteria to sign off VISA & MasterCard, until the message SIGN OFF appears at following screens:   1. VISA BASE I Interface   MasterCard INAS Interface  DebitCard Interface  Run query for Asccend system after signoff VISA Mastercard & eDebit | Successful |  | **Nor Zaiasron Yahaya**  Infrastructure  Network &  Data Centre  Division ***(Wisma BSN)*** | **Mazlan Muhammad**  Infrastructure  Network &  Data Centre  Division  *(****Strateq)*** | 00:00 | 00:15 | Start @ 00:00 |
| 61.2 | Bring down Asccend at DR, Strateq | Bring down Asccend subsystem   1. **BSNPRDASP** - (ASCCEND Service Provider)   **BSNPRDESA** - (Electronic Sales Acquiring)  **BSNPRDANI** - (Authorization Network Interface)  **BSNPRDSDI** - (Security Device Interface)  **BSNPRDRTR** - (Router) | Successful |  | **Mohamad Zailani Zainol Abidin**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | **Mazlan Muhammad**  Infrastructure  Network &  Data Centre  Division  **(Strateq*)*** | 00:15 | 00:30 | After Step# 61.1 (Sign Off Visa & Master) |
| 61.3 | Readiness of Asccend and Mimix DB2 replication process at DR Strateq | To fall over identified Asccend libraries before bring up Asccend Handler.Check Mimix replication status and health  Stop Mimix in DR site  Perform Role Swap (PROD->DR)  Start Replication (->PROD) | Successful |  | **Mohamad**  **Zailani Zainol Abidin**  Infrastructure  Network &  Data Centre  Division  *(****Strateq)*** | **Mazlan Muhammad**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | 00:30 | 01:00 | After Step # 61.2 (Bring down Asccend) |

### Bring Down Mainframe, ATM & Datapower (23:45 – 00:55)

| **No** | **Process** | **Detail Step** | **Expected Results** | | **Actual Results** | **Maker** | **Checker** | | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 62.1 | Close All ATM  &  Close OUT  DR, Strateq | 1. T127 Option 02    * To bring down the following system on 17/06/22 to Close all ATM by 11:45pm 2. T127 Option 16    * Close Out | Successful | |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | **Ahmad bin Ismail**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | | 23:45 | 00:00 | Start @ 23:45 |
| 62.2 | Sign off ATM Service (MEPS, VISA PLUS, Mastercard Cirrus & MyDebit) at DR, Strateq | Sign off to:   1. MEPS, 2. VISA PLUS, 3. Mastercard cirrus & 4. MyDebit  * Pointing IP production for 4 Debit lines at SNFCIC21:  1. MEPS 2. Mydebit 3. Mastercard Cirrus 4. VISA Plus   is at SNFCICS, Mainframe. | Successful | |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | **Ahmad bin Ismail**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | | 23:45 | 00:00 | Start @ 23:45  After 62.1 |
| 62.3 | Switching Journal, DR Strateq | * Switch ATM journal * Switch SNF journal | Successful | |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | **Ahmad bin Ismail**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | | 23:45 | 00:00 | Start @ 23:45  After 62.2 |
| 62.4 | Change IPs for 3 CICS before bring down CICS at DR System, Strateq  (Mainframe). | * Setting IP production at :  1. IPMCIC19 2. IPMCIC22  * Close all ATMS/CDM   Sign off MEPS/Debit lines | | Successful |  | **Widayu Kasuma**  **Ahmad Spain**  Application  Management  Division, ITD  ***(Wisma BSN)*** | **Mazizah**  Application  Management  Division *(****Wisma BSN)*** | | 00:00 | 00:15 | After 62.3 |
| 62.5 | Pointing SRMP to Production HSM at DR, Strateq | Pointing SRMP to Production HSM | | Successful |  | **Norhasniza Laila Hassim**  IT Security  Division  ***(Strateq)*** | | **Rasydan Bin Kamaruddin**  IT Security  Division  ***(Strateq)*** | 00:00 | 00:15 | After 62.3 |
| 62.6 | Disconnect HSM at DR system, Strateq | Disconnect :   1. ATM 2. IB 3. TLE | | Successful |  | **Norhasniza Laila Hassim**  IT Security  Division  ***(Strateq)*** | | **Rasydan Bin Kamaruddin**  IT Security  Division  ***(Strateq)*** | 00:15 | 00:30 | After Step# 62.3 |
| 62.7 | Bring down Mainframe online systems, services and change Zeke password at DR, Strateq | Bring down the following services:   1. SNFCIC21 2. SEACIS 3. CDICICS 4. IPMCICS 5. IPMCICS 6. ATMCICS   To change ZEKE password for PROD | Successful | |  | **Rubendran al**  **Kunasagaran**  Infrastructure  Network &  Data Centre  Division  (***Strateq)*** | **Ahmad bin Ismail**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | | 00:30 | 00:55 | After Step# 62.(1-6) |
| 62.8 | Bring down MQ Server at DR, Strateq | Shut down MQ Server | Successful | |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division **(*Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre Division  ***(Strateq)*** | | 00:35 | 00:55 | After Step# 62.4 |
| 62.9 | Stop services at Data Power at DR, Strateq | Shut down Data Power Services | Successful | |  | **Rubendran al**  **Kunasagaran**  Infrastructure  Network &  Data Centre  Division  (***Strateq)*** | **Mohd Azmin Abu Bakar**  Application  Management  Division (***Strateq)*** | | 00:35 | 00:55 |  |

### QRadar Preparation & Health Check (00:00 – 01:00)

| **No** | **Process** | **Detail Step** | | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | | **End** |
| 63a | QRadar preparation and health check | 1. Network verification  2. AIO Application readiness  3. Ensure readiness of QRadar at DRC | Successful | |  | **Faizal Faiz Othman**  IT Security  Division  (***Strateq***) | **Azizul Abd Talib**  IT Security  Division  **(*Strateq*)** | 00:00 | 01:00 | | Start @ 00:00 |

### Suspend Replication (01:45 – 02:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 63b.1 | Suspend Storage replication from DR, Strateq to Production system, Bangi for IBM | 1. Perform ***Suspend*** H2-H1 Metro Mirror for all Metro Mirror sessions after sync 100% 2. Perform ***FlashCopy*** #2 at DR, Strateq for ICBS, BI, Juris 3. Perform Recover (H1 becomes Primary) for all Metro Mirror sessions. | Successful |  | **Shahril Anuar Ahmad**  Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | **Mohd Zuwairi Kamarudin**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | 01:45 | 02:00 | After All System is down |
| 63b.2 | Suspend Storage replication from DR, Strateq to Production system, Bangi for IBM | 1. Perform ***Suspend*** H2->H1 Metro Mirror for Mainframe Metro Mirror sessions after sync 100% 2. Perform Recover (H1 becomes Primary) for Mainframe Metro Mirror sessions. | Successful |  | **Rubendran al**  **Kunasagaran**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | **Ahmad bin Ismail**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | 01:45 | 02:00 | After All System is down |
| 63b.3 | Suspend Storage replication from DR, Strateq to Production system, Bangi for HPE | 1. Un-export disks storage from hosts 2. Stopped HPE 3PAR replication groups 3. Performed restore operation to change the copy direction from Prod Bangi to DR Strateq | Successful |  | **Shahril Anuar Ahmad**  Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | **Mohd Zuwairi Kamarudin**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | 01:45 | 02:00 | After All System is down |

**SYSTEM IS READY FOR RETURN TO NORMALCY**

## TECHNICAL RECOVERY @ PRODUCTION, BANGI

|  |  |  |
| --- | --- | --- |
| **Status Meeting**  Attendees:   1. RMD 2. ITD 3. Dept BCM Coordinator | **Venue:** Wisma BSN- Bunga Raya, Conference Room  **Date/Time:** 18/06/2022 – 02:00 | **Objectives:**  To get the status updates on bring down the DR and decision to proceed with System recovery @ Production, Bangi |

|  |
| --- |
| **DISASTER RECOVERY LIVE RUN**  **FOR CRITICAL BUSINESS FUNCTIONS (CBF) VIA REPLICATED VOLUME**  **ACTIVITY – Return to Normalcy (START SYSTEM RECOVERY @ PRODUCTION, BANGI)**  **Date: 18/06/2022 (Saturday)**  **Time: 02:00 – 06:30**  **Venue: refer to the list of venue (first page)** |

### Reload Firewall and Network @ Production (02:00 – 03:20)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 64.1 | Reload Firewall with daily configuration at DR, Strateq. | 1. Reload Firewall with daily configuration. (DR) 2. Load VPN firewall with Daily config (DR) | Successful |  | **Muhammad**  **Azfar Afif Bin**  **Che Aladin**  IT Security Division ***(Wisma BSN)*** | **Mohd Hafiz Kurasin**  IT Security  Division  ***(Strateq)*** | 02:00 | 02:40 | After all above steps completed |
| 64.2 | Switching PAM System from DR to Production PAM System | 1.Check latest data at Production PAM system same as DR.  2.Bring Down DR PAM Service.  ***3. Bring up the Production PAM*** | Successful |  | **Nur Aisyah Mohamad**  IT Security Division ***(Bangi)*** | **Rozita Mohd Rasif**  IT Security Division ***(Bangi)*** | 02:00 | 02:45 | Concurrent with Step#  64.1  (Reload Firewall) |
| 64.3 | Network switching to Production system, Bangi. (Revert Isolated to Island Network for DRC HQ) | i. To reroute network connection from BSN DRC to BSN Production for the following data lines:  1. Wisma BSN and all branches  2. ATM, CDM, CoDM  3. Paynet  4. Internet  ii. Disable DR LAN Access for IT application support at BSN DRC Strateq | Successful |  | **Fatin Shahmira**  Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | **Mohd Faiz Hamid**  Infrastructure  Network &  Data Centre  Division ***(Wisma BSN)*** | 02:40 | 03:00 | After Step# 64.1  (Reload Firewall) |
| 64.4 | Telco Network switches for EB (MyEvo) | i. To disconnect MyEvo link at BSN DRC  ii. To reroute MyEvo traffic from BSN DRC to BSN Production | Successful |  | **Mohd Faiz Hamid**  Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | **Ahmad Syafiq Juwaini**  Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | 03:00 | 03:15 | After Step# 64.3 (Network Switching) |
| 64.5 | TM Switching | Network on POS Terminal using Dial up connections | Successful |  | M. Ismat Asyraf  JP Kad Div  ***(Wisma BSN)*** | Muhammad Arshad Mohd Yahya  JP Kad Div  ***(Wisma BSN)*** | 03:00 | 03:15 | After Step# 64.3 (Network Switching) |
| 64.6 | Verify key at Production, Bangi | Verification on KCV key at HSM for:   HSM ATM/Asccend   HSM myBSN   HSM TLE | Successful |  | **Norhasniza Laila Hassim**  IT Security  Division  ***(Bangi)*** | **Rasydan Bin Kamaruddin**  IT Security  Division  ***(Bangi)*** | 03:00 | 03:20 | After Step# 64.3 (Network Switching) |

### Update DNS @ Production (03:00 – 03:15)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** | |
| 65 | Fallback DNS record. | DNS Entry setting for Production system, Bangi  1. Internal DNS  2. External DNS | Successful |  | **Muhamad**  **Khalil Mohd**  Infrastructure  Network &  Data Centre Division  ***(Bangi)*** | **Hanif Mohd**  **Jaffar**  Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | 03:00 | | 03:15 | After Step# 64.3 (Network Switching |

### Asccend (Resume replication and Bring up) (03:00 – 03:30)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 66.1 | Resync and resume Replication process from Production system, Bangi to DR, Strateq. (Mimix DB2) | To fall back identified Asccend libraries before bringing up Asccend handler.   1. Check Mimix Replication status and health. 2. Stop Mimix Replication (PROD -> DR) 3. Perform Role Swap (PROD -> DR) 4. Start Replication (PROD -> DR) 5. Monitor Mimix Replication status. | Successful |  | **Mohamad Zailani Zainol Abidin**  Infrastructure  Network &  Data Centre  Division  (***Strateq)*** | **Mazlan Muhammad**  Infrastructure  Network &  Data Centre  Division  **(Strateq*)*** | 03:00 | 03:15 | After Step# 64.3 (Network Switching |
| 66.2 | Bring up Asccend Handler for Card services at Production system, Bangi  (AS400). | 1. Run Query 2. Change pointing ID to Prod 3. Asccend Handler to be brought online sevices: 4. Start all Asccend sub system at Production in sequence. 5. Sign on Visa, MasterCard & eDebit 6. Start I-Navigator sevices. | Successful |  | **Mohamad Zailani Zainol Abidin**  Infrastructure  Network &  Data Centre Division ***(Strateq)*** | **Mazlan Muhammad**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | 03:15 | 03:30 | After Step# 66.1 (Resync & Resume) |

### Verify Data Power @ Production, Bangi (03:00 – 03:30)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 67. | Data Power verification. | To verify the application and database are in sync between production system, Bangi and DR System, Strateq | Database  is in sync  Successful |  | **Rubendran al**  **Kunasagaran**  Infrastructure  Network &  Data Centre  Division  (***Strateq)*** | **Mohd Azmin Abu Bakar**  Application  Management  Division *(****Wisma BSN)*** | 03:00 | 03:30 | After Step# 64.3 (Network Switching |

### Recovery (Bring Up) Mainframe System @ Production, Bangi (03:00 – 06:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 68.1 | Bring up mainframe system at Production, Bangi | To IPL Mainframe system from Replicated volumes for DR tests purposes only.  a. Bring up Zeke | Successful |  | **Rubendran al**  **Kunasagaran**  Infrastructure  Network &  Data Centre  Division  (***Strateq***) | **Ahmad bin Ismail**  Infrastructure  Network &  Data Centre  Division  **(*Strateq*)** | 03:00 | 03:10 | After Step# 64.3 (Network Switching |
| 68.2 |  | 1. Verify Mainframe System | Successful |  | **Rubendran al**  **Kunasagaran**  Infrastructure  Network &  Data Centre  Division  (***Strateq***) | **Ahmad bin Ismail**  Infrastructure  Network &  Data Centre  Division  **(*Strateq*)** | 03:10 | 03:40 | Proceed after Step# 68.1 (Zeke is up) |
| **Start OCM 24 Mandatory Batch Run – Step# 88.1** | | | | | | | | | |
| 68.3 | Verify SRMP at production | Verify SRMP to Production HSM IP Address |  |  | **Norhasniza Laila Hassim**  IT Security  Division  ***(Strateq)*** | **Rasydan Bin Kamaruddin**  IT Security  Division  ***(Strateq)*** | 03:40 | 03:50 | Proceed after Step# 68.2 (Verify Mainframe) |
| 68.4 | Bring up SRMP on Mainframe | Bring up SRMP at Production, Bangi |  |  | **Rubendran al**  **Kunasagaran**  Infrastructure  Network &  Data Centre  Division  (***Strateq***) | **Ahmad bin Ismail**  Infrastructure  Network &  Data Centre  Division  **(*Strateq*)** | 03:50 | 04:00 | Proceed after Step# 68.3 (Verify SRMP at production) |
| **Wait for Mandatory Batch to complete (Estimated 1 hour)** | | | | | | | | | |
| 68.5 | Bring up online (CICS) systems and services at Production, Bangi (Mainframe). | Systems below are to be brought up for online services:   1. ATMCICS 2. SNFCICS 3. SEACICS 4. CDICICS 5. IPMCIC19 6. IPMCIC22 | Successful |  | **Rubendran al**  **Kunasagaran**  Infrastructure  Network &  Data Centre  Division  (***Strateq***) | **Ahmad bin Ismail**  Infrastructure  Network &  Data Centre  Division  **(*Strateq*)** | 04:40 | 04:55 | Proceed after OCM 24 Mandatory Batch Completed |
| 68.6 | Connection Verification | Verify Connection between OCM 24 to Asccend & ICBS thru IPMS | Successful |  | **Widayu Kasuma**  **Ahmad Spain**  Application  Management  Division, ITD  ***(Wisma BSN)*** | **Mazizah**  Application  Management  Division, ITD  ***(Wisma BSN)*** | 04:55 | 05:15 | Proceed after Step# 68.5  (CICS Online) |
| 68.7 | Bring up PILOT ATM & CDM connection at Production, Bangi (Mainframe) | To acquire ATM FC95 & FC96 at network  To acquire CDM CR11 & CD37 at network | Successful |  | **Muhammad Hatta Musa** Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | **Zulkifly Daud**  Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | 04:55 | 05:15 | Proceed after Step# 68.5  (CICS Online) |
| 68.8 | Open for PILOT ATM and CDM for CUN, KL | To open FC95 & FC96 at OCM24 screen T141  To open CR11 & CD37 at OCM24 screen T141 | Successful |  | **Mohd Zulhadi Hatta**  (Business User)  ATMC, JPC  **(Strateq)** | **Mohd Hafiz Rafidi**  **(**Business User)  ATMC, JPC  **(Strateq)** | 05:15 | 05:25 | Proceed After Next Step # 68.7  **(Bring Up ATM)** |
| 68.9 | Sign on to Mastercard & Visa (OCM 24) | ***\*\* Wait for Paynet confirmation of the DR status***   1. Sign on for Master & Visa 2. Call Mastercard & Visa 3. Sign on to MEPS/SAN | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division  ***(Bangi)*** | **Widayu Kasuma**  **Ahmad Spain**  Application  Management  Division, ITD  ***(Wisma BSN)*** | 05:30 | 05:50 | Wait for Pilot testing.  After Obtain Approval from CMT by BCM |
| 68.10 | Open ALL ATM, CDM & CRM Nationwide | 1. To Open ALL ATM at network 2. To Open ALL CDM at network   To open All CRM at network | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division  **(Bangi)** | **Widayu Kasuma**  **Ahmad Spain**  Application  Management  Division, ITD  ***(Wisma BSN)*** | 05:50 | 06:00 | Proceed After Step # 68.9 (Sign On to Mastercard & Visa (OCM24)) |

### Bring Up ICBS System @ Production, Bangi (03:00 – 04:15)

| **No** | **Process** | **Detail Step** | **Expected Results** | | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 69.1 | Bring up ICBS DB Server at Production, Bangi | Bring up ICBS DB Server:   1. zVM LPAR 1 2. OS LPAR 1 3. ASM ICBS | | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre Division  (***Strateq)*** | 03:00 | 03:30 | After Step# 64.3 (Network Switching) |
| 69.2 | Bring up ICBS application servers, system, and services at Production, Bangi (PSeries) | 1. Bring up ICBS Apps Server 2. Bring up MQ Apps Server | | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre Division  (***Strateq)*** | 03:00 | 03:30 | After Step# 64.3 (Network Switching  Concurrent with Step #69.1  (Bring Up ICBS DB Server) |
| 69.3 | Bring up ICBS DB and ensure services are up and running at Production, Bangi | Bring up & verify ICBS Database | | Successful |  | **Rul Nafeeza Munir**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | **Muhammad**  **Izzat Ramli**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | 03:30 | 03:45 | Proceed after Step #69.1  (ICBS DB Server is UP) |
| 69.4 | Data Verification #4 – ICBS at Production, Bangi  (After Switch Over to Production) | SQL Query for ICBS Data (After Switch Over to production)   1. SQL Query total transaction count by year and sampling transaction. (After Switch Over to production)   Extract sampling of 5000 CIS records based on PHPR\_ID range (After Switch Over production) | | Successful |  | **Zakariya Ahmad** Application  Management  Division, ITD  ***(Wisma BSN)*** | **Mohd Dzul**  Application  Management  Division, ITD  ***(Wisma BSN)***  ***+***  ***Sat Wai Yun***  (DGU)  ***(Wisma BSN)*** | 03:45 | 04:15 | Proceed after Step # 69.3  (ICBS Database is verified) |
| 69.5 | Bring up ICBS Weblogic services | Weblogic for ICBS | | Successful |  | **Rul Nafeeza Munir**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | **Azahary Omar**  Infrastructure  Network &  Data Centre Division  (***Strateq)*** | 03:45 | 04:00 | Proceed after Step #69.3  (ICBS Database is verified) |
| 69.6 | Verify Load Balancer at Production, Bangi | Verify Baraccuda Load Balancer for Services: -  1. ICBS Services  3. MQ Services | | Successful |  | **Sairuddin**  **Saidi**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | 04:00 | 04:05 | Proceed after Step #69.5  (Bring up Weblogic)  Next Verify #ICBS Systems |

### Recovery (Bring Up) WINTEL SYSTEMS @ Production, Bangi

#### Recovery WINTEL SYSTEM (T1 - RTO 1 Hour) @ Production, Bangi (03:00 – 03:30)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 70.1 | Bring up systems at Production, Bangi (Wintel system). | Bring up Wintel - RENTAS | Successful |  | **Muhamad**  **Khalil Mohd**  Infrastructure  Network &  Data Centre Division  (***Bangi)*** | **Saiful Azlan Bin Ahmad** Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | 03:00 | 03:30 | After Step# 64.3 (Network Switching) |
| 70.2 | Bring up systems at Production, Bangi (Wintel system). | Bring up Wintel - eSPICK | Successful |  | **Dzuol Hassan Dolman**  Infrastructure  Network &  Data Centre Division  ***(Strateq)*** | **Mohd Kamil Mohd Kalid** Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | 03:00 | 03:30 | After Step# 64.3 (Network Switching) |
| 70.3 | Bring up systems at Production, Bangi (Wintel system). | Bring UP RPP | Successful |  | **Mohd Akif Fitri Mohammad**  Applications Management  Division  ***(Wisma BSN)*** | **Muhammad Khairul Firas**  Applications Management  Division ***(Wisma BSN)*** | 03:00 | 03:30 | After Step# 64.3 (Network Switching) |

#### Recovery WINTEL SYSTEM (T1 - RTO 2 Hour) @ DR, Strateq (03:00 – 03:30)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 71.1 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  IB FPX | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 03:30 | After Step# 64.3 (Network Switching) |
| 71.2 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  IB Jom Pay | Successful |  | **Shahril Bin Said**  ***(Wisma BSN)*** | **Saiful Azlan Bin Ahmad**  ***(Wisma BSN)*** | 03:00 | 03:30 | After Step# 64.3 (Network Switching) |
| 71.3 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  IB myBSN | Successful |  | **Shahril Bin Said**  ***(Wisma BSN)*** | **Saiful Azlan Bin Ahmad**  ***(Wisma BSN)*** | 03:00 | 03:30 | After Step# 64.3 (Network Switching) |
| 71.4 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  BSN Infosite | Successful |  | **Shahril Bin Said**  ***(Wisma BSN)*** | **Saiful Azlan Bin Ahmad**  ***(Wisma BSN)*** | 03:00 | 03:30 | After Step# 64.3 (Network Switching) |
| 71.5 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  Mobile banking | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 03:30 | After Step# 64.3 (Network Switching) |
| 71.6 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  IBG PaySwitch (Direct Debit/IBG) | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **\_\_\_\_\_\_\_\_\_\_**  **Rosmawati A Rahman**  ***(Wisma BSN)*** | 03:00 | 03:30 | After Step# 64.3 (Network Switching) |
| 71.7 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  BioPak  **\* Bring up BioPak with Tier 1 (RTO 2 hours)** | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 03:30 | After Step# 64.3 (Network Switching) |
| 71.8 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  IMX  **\* Bring up IMX with Tier 1 (RTO 2 hours)** | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 03:30 | After Step# 64.3 (Network Switching) |
| Other Systems need to be priorities & completed with Tier 1 (RTO 2 Hrs) as follow: -  **1. Biopak**  **2. IMX** | | | | | | | | | |

#### Recovery WINTEL SYSTEM (T2 - RTO 3 Hour) @ Production, Bangi (03:00 – 04:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 72.1 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  Retail eStatement | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:00 | After Step# 64.3 (Network Switching) |
| 72.2 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  ATM DIEBOLD AV | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:00 | After Step# 64.3 (Network Switching) |
| 72.3 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  ATM NCR AV | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:00 | After Step# 64.3 (Network Switching) |
| 72.4 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  ATM NCR HDE | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:00 | After Step# 64.3 (Network Switching) |
| 72.5 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  CDM CL AV | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:00 | After Step# 64.3 (Network Switching) |
| 72.6 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  CDM CL HDE | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:00 | After Step# 64.3 (Network Switching) |
| 72.7 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  CaRM OKI AV | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:00 | After Step# 64.3 (Network Switching) |
| 72.8 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  Bizfuse | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:00 | After Step# 64.3 (Network Switching) |

#### Recovery WINTEL SYSTEM (T2 - RTO 4 Hour) @ Production, Bangi (03:00 – 04:30)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 73.1 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  eSDMS | Successful |  | **Muhamad**  **Khalil Mohd**  ***(Bangi)*** | **Dzuol Hassan Bin Dolman**  **(Strateq)** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 73.2 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  TLE | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 73.3 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  NCC |  |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 73.4 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  CDB | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 73.5 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  MLQMS | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 73.6 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  BASys | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 73.7 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  ITMS | Successful |  | **Muhamad**  **Khalil Mohd**  ***(Bangi)*** | **Dzuol Hassan Bin Dolman**  ***(Strateq)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 73.8 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  BSH\GINI | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 73.9 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  Zena | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 73.10 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  SSM | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 73.11 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  IFAS | Successful |  | **Muhamad**  **Khalil Mohd**  ***(Bangi)*** | **Dzuol Hassan Bin Dolman**  ***(Strateq)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 73.12 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  File Integrity Monitoring | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |

#### Recovery WINTEL SYSTEM (T2 - RTO 5 Hour) @ Production, Bangi (03:00 – 04:30)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 76.1 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  EB | Successful |  | **Shahril Bin Said**  ***(Wisma BSN)*** | **Saiful Azlan Bin Ahmad**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 76.2 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  Loan eStatement | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 76.3 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  DCA | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 76.4 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  CSS | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 76.5 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  CCRIS | Successful |  | **Dzuol Hassan Bin Dolman**  ***(Strateq)*** | **Muhamad**  **Khalil Mohd**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 76.6 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  Activate | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 76.7 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  Shared Folder \\MSFSA038 | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 76.8 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  Shared Folder \\MSFSA118 | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 76.9 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  Shared Folder \\MSFSA226 | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 76.10 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  Shared Folder \\MSFSA169 | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 76.11 | Bring up systems at DR, Strateq (Wintel system). | Bring up system:  Staging Server MSSGA778 for Asccend | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 76.12 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  Staging Server SAFTA017 for SAFTA | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |

#### Recovery WINTEL SYSTEM (T3/T4 - RTO 24/48 Hour) @ Production, Bangi (03:00 – 04:30)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 77.1 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  HR4U | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 77.2 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  IDMS | Successful |  | 03:00 | 04:30 |
| 77.3 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  CMSys | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 77.4 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  Loyalty system | Successful |  | 03:00 | 04:30 |
| 77.5 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  BoardPac | Successful |  | **Hanif Mohd**  **Jaffar**  ***(Wisma BSN)*** | **Mohd Kamil Mohd Kalid**  ***(Wisma BSN)*** | 03:00 | 04:30 | After Step# 64.3 (Network Switching) |
| 77.6 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  BSN Insight/SharePoint | Successful |  | 03:00 | 04:30 |
| 77.7 | Bring up systems at Production, Bangi (Wintel system). | Bring up system:  EMM | Successful |  | 03:00 | 04:30 |

### Bring Up JURIS System @ Production, Bangi (04:00 – 05:50)

| **No** | **Process** | **Detail Step** | **Expected Results** | | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 78.1 | Bring up Juris DB Server at Production, Bangi | Bring up Juris DB Server:   1. zVM LPAR 3 2. OS LPAR 3 3. ASM Juris | | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre Division (***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre  Division (***Strateq)*** | 04:00 | 04:30 | Proceed after Step# 69.6  (After Complete ICBS DB) |
| 78.2 | Bring up Juris application servers, system, and services at Production, Bangi (PSeries) | 1. Bring up Juris Apps Server | | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre Division (***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre  Division (***Strateq)*** | 04:00 | 04:30 | Proceed after Step# 69.6  (After Complete ICBS DB) |
| 78.3 | Bring up Juris DB and ensure services are up and running at Production, Bangi (Emperor II) | Bring up & verify Juris Database | | Successful |  | **Rul Nafeeza Munir**  Infrastructure  Network &  Data Centre Division (**Strateq*)*** | **Muhammad**  **Izzat Ramli**  Infrastructure  Network &  Data Centre Division  (**Strateq*)*** | 04:30 | 05:00 | Proceed after Step# 78.1  (Bring Up Juris DB Server) |
| 78.4 | Data verification #4 for Juris at production, Bangi. | 1. SQL Query for Juris Data (After Switch Over) | | Successful |  | **Nor Azmi** Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | **Mohd Ezzat Ameer** Application  Management  Division, ITD  **(Strateq)** | 05:00 | 05:30 | Proceed after Step# 78.3  (Verify Juris DB) |
| 78.5 | Enable and verify Juris Cronjob at Production, Bangi. | 1. Enable Juris Cronjob at DR, Strateq 2. Verify cronjob | | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division  (***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre Division  (***Strateq)*** | 05:30 | 05:40 | Proceed after Step# 78.4  (Data Verification # 3) |
| 78.6 | Verify Load Balancer at Production, Bangi | Verify Baraccuda Load Balancer for Services: -  1. Juris Services | | Successful |  | **Sairuddin**  **Saidi**  Infrastructure  Network &  Data Centre  Division (***Strateq)*** | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | 05:40 | 05:50 | Proceed after Step# 78.5  (Enable CronJob) |

### Bring Up BI Publisher System @ Production Bangi (05:00 – 06:30)

| **No** | **Process** | **Detail Step** | **Expected Results** | | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 79.1 | Bring up BI Publisher DB Server at Production, Bangi. | Bring up Bi Publisher DB Server:   1. zVM LPAR2 2. OS LPAR 2 3. ASM CBRPT | | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division ~~(~~***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre Division  ~~(~~***Strateq)*** | 05:00 | 05:30 | Proceed after Step# 78.3  (After Complete Juris DB) |
| 79.2 | Bring up BI Publisher application servers, system, and services at Production, Bangi (PSeries) | Bring up BI Publisher Apps Server | | Successful |  | **Mohamad Azhar Mohamad Mahayuddin** Infrastructure  Network &  Data Centre  Division ~~(~~***Strateq)*** | **Sairuddin Saidi** Infrastructure  Network &  Data Centre Division  ~~(~~***Strateq)*** | 05:00 | 05:30 | Proceed after Step# 78.3  (After Complete Juris DB) |
| 79.3 | Bring up BI Publisher DB and ensure services are up and running at Production, Bangi | Bring up & verify BI Publisher (CBRPT) DB | | Successful |  | **Rul Nafeeza Munir**  Infrastructure  Network &  Data Centre Division ***(Strateq)*** | **Muhammad**  **Izzat Ramli**  Infrastructure  Network &  Data Centre Division ~~(~~***Strateq)*** | 05:30 | 06:00 | Proceed after Step# 79.1  (Bring up BI Publisher DB Server) |
| 79.4 | Data Verification #4 for BI Publisher at Production, Bangi | SQL Query for BI Publisher (After Switch Over Production) | | Successful |  | **Mohd Furqan** Applications Management  **(VPN@home)** | **Nur Azura Alias** Applications Management  **(VPN@home)** | 06:00 | 06:15 | Proceed after Step# 79.3  (Verify BI Publisher DB) |
| 79.5 | Bring up BI Publisher Weblogic services | Weblogic BI Publisher | | Successful |  | **Rul Nafeeza Munir**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | **Azahary Omar** Infrastructure  Network &  Data Centre Division  (***Strateq)*** | 06:15 | 06:30 | Proceed after Step# 79.4  (Data Verification) |

### Recovery (Bring Up) QRadar (03:00 – 04:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 80 | Bring up QRadar Services @ Production, Bangi | 1. Bring up QRadar Services @ DRC  2. Ensure the QRadar services are working # DRC | | Successful | Successful | **Faizal Faiz Othman**  IT Security  Division  **(Strateq)** | **Azizul Abd Talib**  IT Security  Division  **(Strateq)** | 03:00 | 04:00 | After Step# 64.3 (Network Switching) |

## SYSTEM VERIFICATION BY ITD SME & BUSINESS USER @ PRODUCTION, BANGI

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  | **DISASTER RECOVERY LIVE RUN**  **FOR CRITICAL BUSINESS FUNCTIONS (CBF) via Replicated Volume**  **ACTIVITY – SYSTEM VERIFICATION BY ITD SME & BUSINESS USERS**  **18/06/2022 (Saturday)**  **Time: 03:00– 7:30 (Estimated)**  **Venue: refer to the list of venue (first page)** |  |  |  |

|  |
| --- |
| **Testing venues:**   1. Wisma BSN 2. Work from home via VPN 3. Strateq 4. CUN, KL   Requirements:   1. System & Application owners are required to safe keep all information not limited to IP Address, port numbers & etc both at Production & DR system. 2. Users to use own laptop and LAN connection only. Please refer Appendix III - **Server / Destination IP Address and Port** for open firewall access during DR LIVE RUN activity 3. Both System Administrator (ITOSAD) and Security Administrator (IT Security Division) are required to request/ prepare for Super ID respectively for this activity |

### Verification for Tier 1 (RTO 1 Hours) @ Production, Bangi (03:00 – 03:30)

|  |  |  |  |
| --- | --- | --- | --- |
| **Handover Production, Bangi to ITD SME & Business User for System Verification** | **Tier 1 systems – RTO 1 Hours** | 1. RENTAS | 1. eSPICK 2. RPP |

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 81.1 | **RENTAS**  **(T1 – RTO 1 hours)** | **ITD SME:**  Landing Page verified | Successful |  | **Mohd Abdullah Ismail**  Infrastructure  Network &  Data Centre Division  ***(Wisma BSN)*** | **Mohd Azreen Othman** Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | 03:00 | 03:30 | After Step#  70.1  (Bring up Rentas) |
| **Business User:**  *As per Business User Script* | Successful |  | **Jabatan Kewangan** | | 03:00 | 03:30 | User will verify after 07:00 |
| 81.2 | **eSPICK**  **(T1 – RTO 1 hours)** | **ITD SME:**  To test sign on | Successful |  | **Mohd Abdullah Ismail**  Infrastructure  Network &  Data Centre Division  ***(Wisma BSN)*** | **Mohd Azreen Othman** Infrastructure  Network &  Data Centre  Division  ***(Wisma BSN)*** | 03:00 | 03:30 | After Step#  70.2  (Bring up eSPICK) |
| **Business User:**  *As per Business User Script* | Successful |  | **Jabatan Operasi Perbankan** | | 03:00 | 03:30 |  |
| 81.3 | **RPP**  **(T1 – RTO 1 hours)** | **ITD SME:**   1. Verify Paynet Connection 2. Sign on to Paynet | Successful |  | **Mohd Akif Fitri Mohammad**  Applications Management  Division  ***(Wisma BSN)*** | **Muhammad Khairul Firas**  Applications Management  Division ***(Wisma BSN)*** | 03:00 | 03:30 | Proceed after Step# 70.3  (Bring up RPP)  After Step# 60.6  (Bring up ICBS & Verified) |
|  |  | **Business User:**  *As per Business User Script* | Successful |  | **Jabatan Perbankan Digital** | | 03:00 | 03:30 |

### Verification for Tier 1 (RTO 2 Hours) @ Production, Bangi (03:30 – 06:15)

|  |  |  |  |
| --- | --- | --- | --- |
| **Handover Production, Bangi to ITD SME & Business User for System Verification** | **Tier 1 systems – RTO 2 Hours** | 1. IB FPX 2. IB Jom Pay 3. IB myBSN 4. ICBS Deposit 5. ICBS Payment 6. ICBS Loan 7. Mainframe (OCM24) 8. Data Power 9. MQ Server | 1. ATM 2. Asccend 3. Internet Web 4. Mobile Banking 5. BSN Infosite 6. IBG Payswitch 7. Direct Debit 8. MyDebit 9. SAN |

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 82.1 | **IB FPX**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test sign on and enquiry  Assisted by Server team (Muhamad Khalil Mohd) | Successful |  | **Mohd Akif Fitri** Mohammad  Applications Management  Division  **(Wisma BSN)** | **Siti Fatimah Jamadi**  Applications Management  Division  **(Wisma BSN)** | 03:30 | 04:30 | After Step# 71.1  (Bring up IB FPX)  After Step# 69.6  (Bring up ICBS) |
| **Business User:**  *As per Business User Script* | Successful |  | **Jabatan Perbankan Digital** | | 03:30 | 04:30 |
| 82.2 | **IB Jom Pay**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test sign on and enquiry  Assisted by Server team (Shahril Bin Said) | Successful |  | **Mohd Akif Fitri** Mohammad  Applications Management  Division  **(Wisma BSN)** | **Siti Fatimah Jamadi**  Applications Management  Division  **(Wisma BSN)** | 03:30 | 04:30 | Proceed after Step# 71.2  (Bring up IB Jom Pay)  After Step# 69.6  (Bring up ICBS) |
| **Business User:**  *As per Business User Script* | Successful |  | **DBD** | | 03:30 | 04:30 |
| 82.3 | **IB myBSN**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test sign on & enquiry. | Successful |  | **Mohd Akif Fitri** Mohammad  Applications Management  Division  **(Wisma BSN)** | **Siti Fatimah Jamadi**  Applications Management  Division  **(Wisma BSN)** | 03:30 | 04:30 | Proceed after Step# 71.3  (Bring up IB myBSN)  After Step# 69.6  (Bring up ICBS) |
| **Business User:**  *As per Business User Script* | Successful |  | **DBD** | | 03:30 | 04:30 | After Step# 69.6  (Bring up ICBS) |
| 82.4 | **ICBS Deposit**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test sign on, enquiry & account statement generation. | Successful |  | **Senthil Kumar**  Application  Management  Division  (**Bangi*)*** | **Puteri** Application  Management  Division  (**Bangi*)*** | 03:30 | 04:30 | After Step# 69.6  (Bring up ICBS) |
| **Business User:**  *As per Business User Script* | Successful |  | **BMD** | | 03:30 | 04:30 | After Step# 69.6  (Bring up ICBS) |
| 82.5 | **ICBS Payment**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test sign on & enquiry. | Successful |  | **Faezah Husin**  Application  Management  Division  (**VPN@Home*)*** | **Am Qisti Alias**  Application  Management  Division  (**VPN@Home*)*** | 03:30 | 04:30 | After Step# 69.6  (Bring up ICBS) |
| **Business User:**  *As per Business User Script* | Successful |  | **BMD** | | 03:30 | 04:30 | After Step# 69.6  (Bring up ICBS) |
| 82.6 | **ICBS Loan**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test sign on & enquiry. | Successful |  | **Md Hatta Basir**  Application  Management  Division  (**Bangi*)*** | **Mohammad Ezzat Ameer**  Application  Management  Division  (**Strateq*)*** | 03:30 | 04:30 | After Step# 69.6  (Bring up ICBS)  After Step# 88.3  (ICBS Batch Runs)  After Step# 77.4, 77.5 & 77.6 completed |
| **Business User:**  *As per Business User Script* | Successful |  | **COD** | | 03:30 | 04:30 | After Step# 69.6  (Bring up ICBS) |
| 82.7 | **OCM24 - Mainframe**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test ping and telnet | Successful |  | **Rubendran al**  **Kunasagaran**  Infrastructure  Network &  Data Centre  Division  (***Strateq)*** | **Ahmad bin Ismail**  Infrastructure  Network &  Data Centre  Division  (***Strateq)*** | 03:30 | 04:30 | Proceed after Step# 65.5  (Pointing SRMP to DR) |
| **Business User:** | **ITD TESTING ONLY** | | | | | | |
| 82.8 | **DataPower**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test ping and telnet etc. | Successful |  | **Mohd Azmin Abu Bakar**  Application  Management  Division  ***(Wisma BSN)*** | **Suraya Sabri**  Application  Management  Division  ***(Wisma BSN)*** | 03:30 | 04:30 | Proceed after Step#  67  (Data Power Verification) |
| **Business User:** | **ITD TESTING ONLY** | | | | | | |
| 82.9 | **MQ Server**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test ping and telnet etc.   * Assisted by Server team (Sairuddin Saidi) | Successful |  | **Mohd Azmin Abu Bakar**  Application  Management  Division  ***(Wisma BSN)*** | **Suraya Sabri**  Application  Management  Division  ***(Wisma BSN)*** | 03:30 | 04:30 | After Step# 69.6  (Bring up ICBS) |
| **Business User:** | **ITD TESTING ONLY** | | | | | | |
| 82.10 | **ATM (FC95 & FC96) & CDM (CD37 & CR11)** | **Business User:**  As per Business User Script | Successful |  | **BMD** | | 05:25 | 05:35 | After (Step#68.8 )  Pilot ATM |
| 82.11 | **Asccend**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test ping & telnet. | Successful |  | **Mohamad Zailani Zainol Abidin**  Infrastructure  Network &  Data Centre Division (***Strateq)*** | **Mazlan Muhammad**  Infrastructure  Network &  Data Centre  Division  **(Strateq*)*** | 03:30 | 04:30 | Proceed after Step# 66.2    (Asccend is Up)  After Step# 88.2  (AS400 Batch Runs) |
| **Business User:**  *As per Business User Script* | Successful |  | **CBCRM** | | 03:30 | 04:30 | Proceed after Step# 66.2    (Asccend is Up) |
| 82.12 | **Internet Web (IT Service Desk)**  **(T1 – RTO 2 hours)** | **ITD SME:**  Test based on 4.9 - APPENDIX I – External Application (Internet Web page)  ***Internet using proxy BSN can only be used to access via LAN & WAN***  ***(Not via VPN)*** | Successful |  | **Nor Azam** IT Service Delivery Management  ***(Wisma BSN)*** | **Hj Narimah** IT Service Delivery Management  ***(Wisma BSN)*** | 03:30 | 04:30 | After Step# 64.3 (Network Switching) |
| **Business User:** | **ITD TESTING ONLY** | | | | | | |
| 82.13 | **Mobile Banking**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test ping & Telnet. | Successful |  | **Muhammad Izzat Adnan**  Application Management Division (**Wisma BSN**) | **Firas**  Application Management Division (**Wisma BSN*)*** | 03:30 | 04:30 | Proceed after Step#71.5  (Bring Up Mobile Banking)  &  After Step# 69.6  (Bring up ICBS) |
| **Business User:**  *As per Business User Script* | Successful |  | **DBD** | | 03:30 | 04:30 | After Step# 66.6  (Bring up ICBS) |
| 82.14 | **BSN Infosite**  **(T1 – RTO 2 hours)** | **ITD SME:**  To test ping and telnet etc.  To access website in DR environment.   * Assisted by Server team (Shahril Bin Said) | Successful |  | **Harman**  **Zulkifli**  Application  Management  Division  (**Wisma BSN*)*** | **Mohd Azreen Othman**  Application  Management  Division  (**Wisma BSN*)*** | 03:30 | 04:30 | Proceed after Step# 71.4  (Bring Up BSN Infosite) |
| **Business User:**  *As per Business User Script* | Successful |  | **SCD** | | 03:30 | 04:30 |
| 82.15 | **Payswitch - IBG**  **(T1 – RTO 2 hours)** | IBG Payswitch (RTO 2H)  Sign on and Verify WCF and log connection with Paynet | Successful |  | **Mohd Farid Fazil / Operator**  Application  Management  Division, ITD  ***(Wisma BSN)*** | **Am Qisti Alias**  Application  Management  Division, ITD  (**VPN@Home*)*** | 03:30 | 04:30 | After Step# 71.6  (Bring up IBG Payswitch) |
| **Business User:** | **ITD Testing Only** | | | | | | |
| 82.16 | **Payswitch - Direct Debit**  **(T1 – RTO 2 hours)** | Direct Debit (RTO 2H)  Sign on and Verify WCF and log connection with Paynet | Successful |  | **Mohd Farid Fazil / Operator**  Application  Management  Division, ITD  ***(Wisma BSN)*** | **Am Qisti Alias**  Application  Management  Division, ITD  (**VPN@Home*)*** | 03:30 | 04:30 | After Step# 71.6  (Bring up IBG Payswitch) |
| **Business User:** | **ITD Testing Only** | | | | | | |
| 82.17 | **SAN**  **(T1 – RTO 2 hours)** | ITD SME | **Business User testing Only** | | | | | | |
| **Business User:**  *As per Business User Script* | Successful |  |  | | 06:00 | 06:15 | After MEPS ATM Open @ 06:00 |
| 82.18 | **myDebit**  **(T1 – RTO 2 hours)** | **ITD SME** | **Business User testing Only** | | | | | | |
| **Business User:**  *As per Business User Script* | Successful |  |  | | 06:00 | 06:15 | After MEPS ATM Open @ 06:00 |

|  |  |  |
| --- | --- | --- |
| **Status Meeting**  Attendees:   1. RMD 2. ITD 3. Dept BCM Coordinator | **Venue:** Wisma BSN- Bunga Raya, Conference Room  **Date/Time:** 18/06/2022 – 04:45 | **Objectives:**  To get the status updates on system recovery (Tier 1 Systems RTO – 2 hours) |

### Verification for Tier 2 (RTO 3 Hours) @ Production, Bangi (04:30 – 05:30)

|  |  |  |  |
| --- | --- | --- | --- |
| **Handover Production, Bangi to ITD SME & Business User for System Verification** | **Tier 2 systems – RTO 3 Hours** | 1. Retail eStatement 2. ATM DIEBOLD AV 3. ATM NCR AV 4. ATM NCR HDE 5. CDM CL AV | 1. CDM CL HDE 2. CaRM OKI AV 3. Bizfuse |

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 83.1 | **Retail eStatement**  **(T2 – RTO 3 hours)** | **ITD SME:**  To test sign on & enquiry | Successful |  | **Palaniappan Nagappan**  Application Management Division ***(*Wisma BSN*)*** | **Siti Fatimah Jamadi**  Application Management Division (**Wisma BSN*)*** | 04:30 | 05:30 | Proceed after  Step# 72.1  (Bring Up Retail statement) |
| **Business Users:**  *As per Business User Script* | Successful |  | **DBD** | | 04:30 | 05:30 |
| 83.2 | **ATM DIEBOLD AV**  **(T2 – RTO 3 hours)** | **ITD SME:**  To test sign on and enquiry | Successful |  | **Azfar Al Farabi**  **Mufith**  Application  Management  Division  (**Wisma BSN*)*** | **Mustafa Khmori Yusoff**  Application  Management  Division  (**Wisma BSN*)*** | 04:30 | 05:30 | Proceed after Step# 72.2  (Bring Up ATM DIEBOLD AV) |
| **ITD Testing Only** | | | | | | |  |
| 83.3 | **ATM NCR AV**  **(T2 – RTO 3 hours)** | **ITD SME:**  To test sign on and enquiry | Successful |  | **Azfar Al Farabi**  **Mufith**  Application  Management  Division  (**Wisma BSN*)*** | **Mustafa Khmori Yusoff**  Application  Management  Division  (**Wisma BSN*)*** | 04:30 | 05:30 | Proceed after Step# 72.3  (Bring Up ATM NCR AV) |
| **Business Users:**  *As per Business User Script* | Successful |  | **ITD Testing Only** | | 04:30 | 05:30 |
| 83.4 | **ATM NCR HDE**  **(T2 – RTO 3 hours)** | **ITD SME:**  To test ping and telnet etc. | Successful |  | **Azfar Al Farabi**  **Mufith**  Application  Management  Division  (**Wisma BSN*)*** | **Mustafa Khmori Yusoff**  Application  Management  Division  (**Wisma BSN*)*** | 04:30 | 05:30 | Proceed after Step# 73.4  (Bring Up ATM NCR HDE) |
| **Business Users:**  *As per Business User Script* | Successful |  | **BMD** | | 04:30 | 05:30 |
| 83.5 | **CDM CL AV**  **(T2 – RTO 3 hours)** | **ITD SME:**  To test sign on and enquiry | Successful |  | **Azfar Al Farabi**  **Mufith**  Application  Management  Division  (**Wisma BSN*)*** | **Mustafa Khmori Yusoff** Application  Management  Division  (**Wisma BSN*)*** | 04:30 | 05:30 | Proceed after Step# 73.5  (Bring Up CDM CL AV) |
| **Business User:**  *As per Business User Script* | Successful |  | **BMD** | | 04:30 | 05:30 |
| 83.6 | **CDM CL HDE**  **(T2 – RTO 3 hours)** | **ITD SME:**  To test ping and telnet etc. | Successful |  | **Azfar Al Farabi**  **Mufith**  Application  Management  Division  (**Wisma BSN*)*** | **Mustafa Khmori Yusoff** Application  Management  Division  (**Wisma BSN*)*** | 04:30 | 05:30 | Proceed after Step #73.6  (Bring Up CDM CL HDE) |
| **Business Users:**  *As per Business User Script* | Successful |  | **BMD** | | 04:30 | 05:30 | Proceed after Step #73.6  (Bring Up CDM CL HDE) |
| 83.7 | **CaRM OKI AV**  **(T2 – RTO 3 hours)** | **ITD SME:**  To test sign on and enquiry | Successful |  | **Azfar Al Farabi**  **Mufith**  Application  Management  Division  (**Wisma BSN*)*** | **Mustafa Khmori Yusoff** Application  Management  Division  (**Wisma BSN*)*** | 04:30 | 05:30 | Proceed after Step# 73.7  (Bring Up CaRM OKI AV) |
| **Business Users:**  *As per Business User Script* | Successful |  | **BMD** | | 04:30 | 05:30 |
| 83.8 | **Bizfuse**  **(T2 – RTO 3 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Imran Mohd**  **Wakid**  Application  Management  Division  ***(Wisma BSN)*** | **Saridah Ibrahim**  Application  Management  Division  ***(Wisma BSN)*** | 04:30 | 05:30 | Proceed after Step# 73.8  (Bring Up Bizfuse)  Next Step# 88.7  (Bizfuse Batch Job) |
| **Business Users:**  *As per Business User Script* | Successful |  | **BMD** | | 04:30 | 05:30 |

### Verification For Tier 2 (RTO 4 Hours) @ Production, Bangi (04:30 – 06:30)

|  |  |  |  |
| --- | --- | --- | --- |
| **Handover Production, Bangi to ITD SME & Business User for System Verification** | **Tier 2 systems – RTO 4 Hours** | 1. eSDMS 2. TLE 3. NCC 4. CDB 5. BioPak 6. MLQMS 7. BASys 8. ITMS 9. BSH\GINI 10. Visa | 1. Mastercard 2. E-Pintas 3. Remittance 4. Zena 5. SSM 6. IFAS 7. File Integrity Monitoring 8. QRadar |

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 84.1 | **eSDMS**  **(T2 – RTO 4 hours)** | **ITD SME:**  To test sign on & enquiry. | Successful |  | **Azfar Al Farabi**  **Mufith**  Application  Management  Division  (**Wisma BSN*)*** | **Mustafa Khmori Yusoff**  Application  Management  Division  (**Wisma BSN*)*** | 04:30 | 06:30 | Proceed after Step# 73.1  (Bring Up eSDMS) |
| **Business User:**  *As per Business User Script* | Successful |  | **BMD** | | 04:30 | 06:30 |
| 84..2 | **TLE**  **(T2 – RTO 4 hours)** | **ITD SME:**  To test connectivity, sign on etc. | Successful |  | **Imran Mohd**  **Wakid**  Application  Management  Division  ***(Wisma BSN)*** | **Saridah Ibrahim**  Application  Management  Division  ***(Wisma BSN)*** | 04:30 | 06:30 | Proceed after Step# 73.2  (Bring Up TLE) |
| **Business User:**  *As per Business User Script* | Successful |  | **CBCRM** | | 04:30 | 06:30 |
| 84.3 | **NCC**  **(T2 – RTO 4 hours)** | **ITD SME:**  To test connectivity, sign on etc. | Successful |  | **Mohd Najib**  **Fadzil**  Infrastructure  Network &  Data Centre  Division  (***Strateq)*** | **Mohd Faiz Hamid**  Infrastructure  Network &  Data Centre  Division  (***Strateq)*** | 04:30 | 06:30 | Proceed after Step# 73.3 (TLE Verification) |
| **Business User:** | **ITD TESTING ONLY** | | | | | |
| 84.4 | **CDB**  **(T2 – RTO 4 hours)** | **ITD SME:**  To test sign on & enquiry. | Successful |  | **Asrul Amri Daod** Application  Management  Division (**Wisma BSN*)*** | **Muhammad Khairul Firas**  Applications Management  Division(**Wisma BSN*)*** | 04:30 | 06:30 | Proceed after Step# 73.4  (Bring Up CDB) |
| **Business Users:**  *As per Business User Script* | Successful |  | **DBD** | | 04:30 | 06:30 |
| 84.5 | **BioPak**  **(T2 – RTO 4 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Rasdan Mohamed Razali**  Application  Management  Division  (**Wisma BSN*)*** | **Zainal Abidin Jamal**  Application  Management  Division  (**Wisma BSN*)*** | 04:30 | 06:30 | Proceed after Step# 73.7  (Bring Up BioPak) |
| **Business User:**  *As per Business User Script* | Successful |  | **BMD** | | 04:30 | 06:30 | Proceed after Step# 73.7  (Bring Up BioPak) |
| 84.6 | **MLQMS**  **(T2 – RTO 4 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Zainal Abidin Jamal**  Application  Management  Division  (**Wisma BSN*)*** | **Rasdan Mohamed Razali**  Application  Management  Division  (**Wisma BSN*)*** | 04:30 | 06:30 | Proceed after Step# 73.5  (Bring Up MLQMS) |
| **Business User:**  *As per Business User Script* | Successful |  | **BMD** | | 04:30 | 06:30 |
| 84.7 | **BASys**  **(T2 – RTO 4 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Harman**  **Zulkifli**  Application  Management  Division  (**Wisma BSN*)*** | **Mohd Azreen**  **Othman**  Application  Management  Division  (**Wisma BSN*)*** | 04:30 | 06:30 | Proceed after Step# 73.6  (Bring Up BASys) |
| **Business User:**  *As per Business User Script* | Successful |  | **BMD** | |  |  | Proceed after Step# 73.6  (Bring Up BASys) |
| 84.8 | **ITMS**  **(T2 – RTO 4 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Mohd Azreen**  **Othman**  Application  Management  Division  (**Wisma BSN*)*** | **Harman**  **Zulkifli**  Application  Management  Division  (**Wisma BSN*)*** | 04:30 | 06:30 | Proceed after Step# 73.7  (Bring Up ITMS) |
| **Business User:**  *As per Business User Script* | Successful |  | **TID** | | 04:30 | 06:30 |
| 84.9 | **BSH/GINI (Previously known as BSH)**  **(T2 – RTO 4 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Faezah Husin**  Application  Management  Division  (**VPN@Home*)*** | **Am Qisti Alias**  Application  Management  Division  (**VPN@Home)** | 04:30 | 06:30 | Proceed after Step# 73.8  (Bring Up BSH/GINI) |
| **Business User:**  *As per Business User Script* | Successful |  | **BMD** | | 04:30 | 06:30 | Proceed after Step# 73.8  (Bring Up BSH/GINI) |
| 84.10 | **VISA**  **(T2 – RTO 4 hours)** | **ITD SME** | **Business User testing Only** | | | | | | |
| **Business User:**  *As per Business User Script* | Successful |  | **Jab Pernigaan Kad & CRM** | | 04:30 | 06:30 | After Step#  68.9 (Sign on Visa & Master) |
| 84.11 | **Master Card**  **(T2 – RTO 4 hours)** | **ITD SME** | **Business User testing Only** | | | | | | |
| **Business User:**  *As per Business User Script* | Successful |  | **Jab Pernigaan Kad & CRM** | | 04:30 | 06:30 | After Step#  68.9 (Sign on Visa & Master) |
| 84.12 | **ePintas**  **(T2 – RTO 4 hours)** | **ITD SME**  To test sign on & enquiry. | Expected error due to non-office hour testing |  | **Noor Haslily Mohd Haniff**  IT Security  Division, ITD (**Wisma BSN*)*** | **Rozita**  IT Security  Division, ITD (**Wisma BSN*)*** | 04:30 | 06:30 | After Step# 64.3 (Network Switching) |
| **Business User:**  *As per Business User Script* | Successful |  | **Jabatan Operasi Perbankan** | |  |  |
| 84.13 | **Remittance**  **(T2 – RTO 4 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Noor Haslily Mohd Haniff**  IT Security  Division, ITD (**Wisma BSN*)*** | **Rozita**  IT Security  Division, ITD (**Wisma BSN*)*** | 04:30 | 06:30 | After Step# 64.3 (Network Switching) |
| **Business User:**  *As per Business User Script* | Successful |  | **BMD** | | 04:30 | 06:30 |
| 84.14 | **Zena**  **(T2 – RTO 4 hours)** | **ITD SME**  To test ping and telnet etc. | Successful |  | **Syaiful Nizam Anuar**  Infrastructure  Network &  Data Centre  Division  (***Wisma BSN)*** | **Tukiran Takim**  Infrastructure  Network &  Data Centre  Division (***Wisma BSN)*** | 04:30 | 06:30 | Proceed after Step#74.9  (Bring Up Zena) |
| **Business User:** | **ITD TESTING ONLY** | | | | | | |
| 84.15 | **SSM**  **(T2 – RTO 4 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Nur Amira Khanafi** Application  Management  Division  (***Strateq)*** | **Muhammad Khairul Firas**  Applications Management  Division(***Strateq)*** | 04:30 | 06:30 | Proceed after Step#74.10  (Bring Up SSM) |
| **Business User:**  *As per Business User Script* | Successful |  | **BMD** | | 04:30 | 06:30 |
| 84.16 | **IFAS**  **(T2 – RTO 4 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Mohd Azreen Othman**  Application  Management  Division ***(Strateq***) | **Mohd Abdullah Ismail**  Application  Management  Division  ***(Strateq***) | 04:30 | 06:30 | Proceed after Step# 74.11  (Bring Up IFAS)  Next Step# 88.6  (IFAS Batch Job) |
| **Business User:** | Successful |  | **FD** | | 04:30 | 06:30 | Proceed after Step# 74.11  (Bring Up IFAS) |
| 84.17 | **File Integrity Monitoring**  **(T2 – RTO 4 hours)** | **ITD SME**  To test ping & Telnet.  To test agent connectivity  Check Threat dashboard | Successful |  | **Mohd Syafiq Mohd Saleh**  IT Security  Division  (***Strateq)*** | **Faizal Faiz Othman**  IT Security  Division  (***Strateq)*** | 04:30 | 06:30 | Proceed after Step# 74.12  (Bring Up File Integrity Monitor) |
| **Business User:** | **ITD TESTING ONLY** | | | | | | |
| 84.18 | **QRadar**  **(T2 – RTO 4 hours)** | **ITD SME**  To test ping & Telnet.  Logon to QRadar  Ensure logs are current  Ensure VPN tunnel to Ensign is up | **Successful** | Successful | **Faizal Faiz Othman**  IT Security  Division  **(Strateq)** | **Azizul Abd Talib**  IT Security  Division  **(Strateq)** | 04:30 | 06:30 | Proceed after Step# 80  (Bring Up QRadar) |
| **Business User:** | **ITD TESTING ONLY** | | | | | | |

### Verification for Tier 2 (RTO 5 Hours) @ Production, Bangi (05:30 – 07:30)

|  |  |  |  |
| --- | --- | --- | --- |
| **Handover Production, Bangi to ITD SME & Business User for System Verification** | **Tier 2 systems – RTO 5 hours** | 1. EB 2. Asccend/i-Navigator 3. Loan eStatement 4. Juris JOM 5. Juris JOMC 6. Juris JConvey 7. Juris JCollect 8. BI Publisher 9. RAMCI -- 3rd Parties Application 10. Bursa-- 3rd Parties Application 11. DCA 12. CSS 13. CCRIS | 1. Activate 2. Shared Folder [\\MSFSA038](file://MSFSA038) 3. Shared Folder [\\MSFSA118](file://MSFSA118) 4. Shared Folder [\\MSFSA226](file://MSFSA226) 5. Shared Folder [\\MSFSA169](file://MSFSA169) 6. Staging Server MSSGA778 for Asccend 7. Staging Server SAFTA017 for SAFTA 8. Email |

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 85.1 | **EB**  **(T2 – RTO 5 hours)** | **ITD SME**  To test sign on web module, sign-on POS terminal and balance enquiry. | Successful |  | **Nurhafiz Shamssudin** Application  Management  Division  **(Wisma BSN)** | **Zuhaida Mohamed** Application  Management  Division **(Wisma BSN)** | | 05:30 | 07:30 | Proceed after Step# 75.1  (Bring Up EB)  After Asccend & ICBS is Up (Verified) |
| **Business User:**  *As per Business User Script* | Successful |  | **DBD** | | | 05:30 | 07:30 |  |
| 85.2 | **Asccend /I-Navigator**  **(T2 – RTO 5 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Nor Zaiasron Yahaya**  Infrastructure  Network &  Data Centre  Division  (**Wisma BSN*)*** | **Mazlan Muhammad**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | | 05:30 | 07:30 | Proceed after Step# 66.2    (Asccend is Up) |
| **Business User:**  *As per Business User Script* | Successful |  | **CBCRM** | | | 05:30 | 07:30 |  |
| 85.3 | **Loan Statement**  **(T2 – RTO 5 hours)** | **ITD SME**  To test sign on & enquiry | Successful |  | **Palaniappan Nagappan**  Application Management Division **(Wisma BSN)** | **Mohd Khairul Firas**  Application Management Division **(Strateq)** | | 05:30 | 07:30 | Proceed after Step# 75.2  (Bring Up Loan Statement) |
| **Business User:**  *As per Business User Script* | Successful |  | **DBD** | | | 05:30 | 07:30 |  |
| 85.4 | **Juris JOM**  **(T2 – RTO 5 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Mohammad Ezzat Ameer**  Application  Management  Division  **(Strateq)** | **Md Hatta Basir**  Application  Management  Division  (**Bangi*)*** | | 05:30 | 07:30 | After Step#  78.6  (Juris is Up) |
| **Business User:**  *As per Business User Script* | Successful |  | **COD & RBD** | | | 05:30 | 07:30 |
| 85.5 | **Juris JOMC**  **(T3 – RTO 5 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Mohammad Ezzat Ameer**  Application  Management  Division  **(Strateq)** | **Md Hatta Basir**  Application  Management  Division  (**Bangi*)*** | | 05:30 | 07:30 | After Step#  78.6  (Juris is Up) |
| **Business User:**  *As per Business User Script* | Successful |  | **COD & RBD** | | | 05:30 | 07:30 |
| 85.6 | **Juris Jconvey**  **(T2 – RTO 5 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Mohammad Ezzat Ameer**  Application  Management  Division  **(Strateq)** | **Md Hatta Basir**  Application  Management  Division  (**Bangi*)*** | | 05:30 | 07:30 | After Step#  78.6  (Juris is Up) |
| **Business User:**  *As per Business User Script* | Successful |  | **COD & RBD** | | | 05:30 | 07:30 |
| 85.7 | **JCollect**  **(T2 – RTO 5 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Mohammad Ezzat Ameer**  Application  Management  Division  **(Strateq)** | **Md Hatta Basir**  Application  Management  Division  (**Bangi*)*** | | 05:30 | 07:30 | After Step#  78.6  (Juris is Up)  Next Step# 88.4 (Juris Batch Job) |
| **Business User:**  *As per Business User Script* | Successful |  | **COD & RBD** | | | 05:30 | 07:30 | After Step#  78.6  (Juris is Up) |
| 85.8 | **BI Publisher**  **(T2 – RTO 5 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Nur Azura Alias**  Application  Management  Division **(VPN@Home)** | **Mohd Furqan** Application  Management  Division  **(Wisma BSN)** | | 05:30 | 07:30 | After Step# 79.5 BI is Up)  After Step# 88.5  (BI Batch run) |
| **Business User:** | **ITD TESTING ONLY** | | | | | | | |
| 85.9 | **RAMCI**  **(T2 – RTO 5 hours)** | **ITD SME**  To Ping & telnet from Juris application (IP 10.10.70.116) to  **RAMCI** (IP)  [https://b2b.experian.com.my](https://b2b.experian.com.my/)  *Assist By Server Team : Sairuddin Saidi* | Successful |  | **Mohammad Ezzat Ameer**  Application  Management  Division  **(Strateq)** | **Md Hatta Basir**  Application  Management  Division  (**Bangi*)*** | | 05:30 | 07:30 | After Step#  78.6  (Juris is Up) |
|  | **ITD Testing Only** | | | | | | | |
| 85.10 | **Bursa**  **(T3 – RTO 5 hours)** | **ITD SME**  [https://bsas.bursamalaysia.com](https://bsas.bursamalaysia.com/)  **Bursa** (IP)  <https://bsasapi.bursamalaysia.com>  *Assist By Server Team : Sairuddin Saidi* | Successful |  | **Mohammad Ezzat Ameer**  Application  Management  Division  **(Strateq)** | **Md Hatta Basir**  Application  Management  Division  (**Bangi*)*** | | 05:30 | 07:30 | After Step#  78.6  (Juris is Up) |
| **Business User:**  *As per Business User Script* | Successful |  | **ITD Testing Only** | | | 05:30 | 07:30 |  |
| 85.11 | **DCA**  **(T2 – RTO 5 hours)** | **ITD SME**  To test sign on & enquiry.    *Assist By Server Team : Sairuddin Saidi* | Successful |  | **Mohammad Ezzat Ameer**  Application  Management  Division  **(Strateq)** | **Md Hatta Basir**  Application  Management  Division  (**Bangi*)*** | | 05:30 | 07:30 | Proceed after Step # 76.3  (Bring Up DCA) |
| **Business User:**  *As per Business User Script* | Successful |  | **CRD** | | | 05:30 | 07:30 |
| 85.12 | **CSS**  **(T2 – RTO 5 hours)** | **ITD SME**  To ping & telnet from Juris application  (IP 10.10.70.116) to CSS server  (IP 10.26.70.169) Port: 8092  *Assist By Server Team : Sairuddin Saidi* | Successful |  | **Mohammad Ezzat Ameer**  Application  Management  Division  **(Strateq)** | **Md Hatta Basir**  Application  Management  Division  (**Bangi*)*** | | 05:30 | 07:30 | Proceed after Step # 76.4  (Bring Up CSS)  &  After Step#  78.6  (Juris is Up) |
| **Business User:**  *As per Business User Script* | Successful |  | **RMD** | | | 05:30 | 07:30 | Proceed after Step # 76.4  (Bring Up CSS)  &  After Step#  78.6  (Juris is Up) |
| 85.13 | **CCRIS**  **(T2 – RTO 5 hours)** | **ITD SME**  To test sign on & enquiry.  Ping & telnet from Juris application (IP 10.10.70.116) to CCRIS server (IP 10.26.50.132) | Successful |  | **Mohammad Ezzat Ameer**  Core Banking  Application  Division  ***(Strateq)*** | **Md Hatta Basir**  Application  Management  Division  (**Bangi*)*** | | 05:30 | 07:30 | Proceed after Step #76.5  (Bring Up CCRIS)  &  After Step#  78.6  (Juris is Up) |
| **Business User:**  *As per Business User Script* | Successful |  | **COD & RBD** | | | 05:30 | 07:30 |  |
| 85.14 | **Activate**  **(T2 – RTO 5 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Mohamad Rozaidi Roslee** Application  Management  Division  (***Wisma BSN)*** | **Liliza Mohamad**  Application  Management Division  (***Wisma BSN)*** | | 05:30 | 07:30 | Proceed after Step # 76.6  (Bring Up Activate) |
| **Business User:**  *As per Business User Script* | Successful |  | **CBCRM** | | | 05:30 | 07:30 |
| 85.15 | **Shared Folder** [**\\MSFSA038**](file://MSFSA038/)  **(T2 – RTO 5 hours)** | **ITD SME**  To view folder | Successful |  | **Noor Haslily Mohd Haniff**  IT Security  Division, ITD (***Wisma BSN)*** | **Rozita**  IT Security  Division, ITD (***Wisma BSN)*** | | 05:30 | 07:30 | Proceed after Step# 76.7  (Bring Up SF  [\\](https://intellizecommy.sharepoint.com/)[MSFSA038](file://MSFSA038/)) |
| **Business User:** | Successful |  | **RBD & COD & CXD** | | | 05:30 | 07:30 |
| 85.16 | **Shared Folde**[**r \\MSFSA118**](file://MSFSA118/)  **(T2 – RTO 5 hours)** | **ITD SME**  To view folder | Successful |  | **Noor Haslily Mohd Haniff**  IT Security  Division, ITD (***Wisma BSN)*** | **Rozita**  IT Security  Division, ITD (***Wisma BSN)*** | | 05:30 | 07:30 | Proceed after Step# 76.8  (Bring Up SF [\\MSFSA118](file://MSFSA118/)  ) |
| **Business User:**  *As per Business User Script* | Successful |  | **CXD, LCSD, COD & CRD** | | | 05:30 | 07:30 |
| 85.17 | **Shared Folde**[**r \\MSFSA226**](file://MSFSA226/)  **(T2 – RTO 5 hours)** | **ITD SME**  To view folder | Successful |  | **Noor Haslily Mohd Haniff**  IT Security  Division, ITD (***Wisma BSN)*** | **Rozita**  IT Security  Division, ITD (***Wisma BSN)*** | | 04:30 | 07:00 | Proceed after Step #76.9  (Bring up [\\MSFSA226](file://MSFSA226/) ) |
| **Business User:**  *As per Business User Script* | Successful |  | **COD / CRD** | | | 05:30 | 07:30 |
| 85.18 | **Shared Folde**[**r** \\MSFSA169](file://MSFSA169/)  **(T2 – RTO 5 hours)** | **ITD SME**  To view folder | Successful |  | **Noor Haslily Mohd Haniff**  IT Security  Division, ITD (***Wisma BSN)*** | **Rozita**  IT Security  Division, ITD (***Wisma BSN)*** | | 05:30 | 07:30 | Proceed after Step #76.10  (Bring up [\\MSFSA169](file://MSFSA169/)) |
| **Business User:**  *As per Business User Script* | Successful |  | **RBD/COD** | | | 05:30 | 07:30 | Proceed after Step #76.10  (Bring up [\\MSFSA169](file://MSFSA169/)) |
| 85.19 | **Staging Server MSSGA778 for Asccend**  **(T2 – RTO 5 hours)** | **ITD SME**  To test ping and telnet etc. | Successful |  | **Nor Zaiasron Yahaya**  Infrastructure  Network &  Data Centre  Division ***(Wisma BSN)*** | **Mohamad**  **Zailani Zainol Abidin**  Infrastructure  Network &  Data Centre Division  (***Strateq)*** | | 05:30 | 07:30 | Proceed after Step #76.11  (Bring Up MSSGA778) |
| **Business User:**  *As per Business User Script* | Successful |  | **ITD Testing Only** | | | 05:30 | 07:30 |
| 85.20 | **Staging Server SAFTA017 for SAFTA**  **(T2 – RTO 5 hours)** | **ITD SME**  To test ping and telnet etc. | Successful |  | **Nor Zaiasron Yahaya**  Infrastructure  Network &  Data Centre  Division ***(Wisma BSN)*** | **Mohamad**  **Zailani Zainol Abidin**  Infrastructure  Network &  Data Centre Division  (***Strateq)*** | | 05:30 | 07:30 | Proceed after Step #76.12  (Bring Up SAFTA017) |
| **Business User:** | **ITD TESTING ONLY** | | | | | | | |
| 85.21 | **Email**  **(T2 – RTO 5 hours)** | * Send & receive email from Internet * Send & email to BCM Group * ITD Testing only | Successful |  | **Hanif Mohd Jaffar**  Infrastructure  Network &  Data Centre  Division  **(Wisma BSN)** | | **Muhamad Khalil Mohd**  Infrastructure  Network &  Data Centre  Division  **(Wisma BSN)** | 05:30 | 07:30 | Proceed after Step #56 (Email Switching) |
| **Business User:** | **ITD TESTING ONLY** | | | | | | | |

### Verification for Tier 3 (RTO 1 Day) @ Production, Bangi (05:30 – 07:30)

|  |  |  |  |
| --- | --- | --- | --- |
| **Handover Production, Bangi to ITD SME & Business User for System Verification** | **Tier 4 systems – RTO 1 day (24 Hours)** | 1. HR4U 2. IDMS 3. CMSys 4. Loyalty system | 1. BoardPac 2. BSN Insight/SharePoint 3. IMX |

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 86.1 | **HR4U**  **(T3 – RTO 24 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Nor Hadhirah**  **Mohd Sheriff**  Application  Management  Division  (***Wisma BSN)*** | **Syazana Abd Razak**  Application  Management  Division (***VPN@Home)*** | 05:30 | 07:30 | Proceed after Step #77.1  (Bring Up HR4U) |
| **Business User:**  *As per Business User Script* | Successful |  | **HRMD** | | 05:30 | 07:30 |
| 86.2 | **IDMS**  **(T3 – RTO 24 hours)** | **ITD SME**  To test Ping and Telnet | Successful |  | **Mohd Azreen**  **Othman**  Application  Management  Division  (***Wisma BSN)*** | **Syazana Abd Razak**  Application  Management  Division  (***VPN@Home)*** | 05:30 | 07:30 | Proceed after Step #77.2  (Bring Up IDMS) |
| **Business User:**  *As per Business User Script* | Successful |  | **COD** | | 05:30 | 07:30 | Proceed after Step #77.2  (Bring Up IDMS) |
| 86.3 | **CMSys**  **(T3 – RTO 24 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Nor Hadhirah**  **Mohd Sheriff**  Application  Management  Division  (***Wisma BSN)*** | **Syazana Abd Razak**  Application  Management  Division (***VPN@Home)*** | 05:30 | 07:30 | Proceed after Step # 77.3  (Bring Up CMSys) |
| **Business User:**  *As per Business User Script* | Successful |  | **CXD** | | 05:30 | 07:30 |
| 86.4 | **Loyalty system**  **(T3 – RTO 24 hours)** | **ITD SME**  To test sign on & enquiry. | Successful |  | **Zuhaida**  **Mohamad**  Application  Management  Division  (***Wisma BSN)*** | **Nurhafiz Shamssudin** Application  Management  Division, ITD  **(Wisma BSN*)*** | 05:30 | 07:30 | Proceed after Step# 77.4  (Bring Up Loyalty system) |
| **Business User:**  *As per Business User Script* | Successful |  | **CCRM** | | 05:30 | 07:30 |
| 86.5 | **BoardPac**  **(T3 – RTO 24 hours)** | **ITD SME**  To test ping & Telnet. | Successful |  | **Syazana Abd Razak**  Application management division (***VPN@Home)*** | **Nor Hadhirah**  **Mohd Sheriff**  Application management division (***Wisma BSN)*** | 05:30 | 07:30 | Proceed after Step #77.5  (Bring Up BoardPac) |
| **Business User:**  *As per Business User Script* | Successful |  | **LCSD** | | 05:30 | 07:30 | Proceed after Step #77.5  (Bring Up BoardPac) |
| 86.6 | **BSN Insight**  **(T3 – RTO 24 hours)** | **ITD SME**  To test ping & Telnet. | Successful |  | **Syazana Abd Razak**  Application management division (***VPN@Home)*** | **Harman bin Zulkifli**  Application management division (**Wisma BSN*)*** | 05:30 | 07:30 | Proceed after Step #77.6  (Bring Up BSN Insight) |
| **Business User:**  *As per Business User Script* | Successful |  | **SCD** | | 05:30 | 07:30 |
| 86.7 | **IMX**  **(T3 – RTO 24 hours)** | **ITD SME**  To test ping & Telnet.  Check VPN Tunnel Connection  ***Assisted by Server team (Mohd Kamil Mohd Kalid)*** | Successful |  | **Zuhaida Mohamad**  Application Management Division (***Wisma BSN)*** | **Nurhafiz Shamssudin** Application Management Division ***(Wisma BSN)*** | 05:30 | 07:30 | Proceed after Step #77.8  (Bring Up IMX) |
| **Business User:** | Successful |  | **CCRM** | | 05:30 | 07:30 |

### Verification for Tier 4 (RTO 2 Day) @ Production, Bangi (05:30 – 07:30)

|  |  |  |  |
| --- | --- | --- | --- |
| **Handover Production, Bangi to ITD SME & Business User for System Verification** | **Tier 4 systems – RTO 2 day (24 Hours)** | 1. EMM |  |

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 87.1 | **EMM**  **(T4 – RTO 48 hours)** | **ITD SME**  To test ping & Telnet. | Successful |  | **Wan Al Hazimi Wan Hamzah**  IT Security  Division  ***(Strateq)*** | **Nursuraya Halisha Abd Malek**  IT Security  Division  ***(Strateq)*** | 05:30 | 07:30 | Proceed after Step #77.8  (Bring Up EMM) |
| Successful |  | **DBD** | | 05:30 | 07:30 |

## BATCH JOB AFTER SWITCH TO PRODUCTION, BANGI (04:00 – 12:00)

| **No** | **Process** | **Detail Step** | | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 88.1 | **OCM24 Batch Runs** | 1. Friday Night Batch OCM24   ***& LAN@Strateq*** | | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division  (***Bangi)*** | **Nor Azli Abu Bakar**  **/Nor Azmi bin Mat Nasir**  Infrastructure  Network &  Data Centre  Division  (**Bangi*)*** | 04:00 | 10:00 | After 77.10  (Mainframe Verified)  **Wait for man batch**  **(1 hour)**  **Bring up CICS** |
| 88.2 | **AS400 Batch Runs** | **Asccend (Part 1 & Part 2)**    Please refer to VISA-Asccend02 Run Request Form | | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division  (***Bangi)*** | **Nor Zaiasron Yahaya**  **/Ahmad**  **Shahruddin**  **Baharom**  Infrastructure  Network &  Data Centre  Division (***Wisma BSN)*** | 04:30 | 10:00 | After 82.11  (Asccend Verified) |
| 88.3 | **Core Banking Batch Runs** | 1. **ICBS**   CORE-JOBS   1. RMAN Backup (incremental) 2. ICBS BATCH-PT2&3     NON-CORE   1. ICBS ASC-Chrg-Process 2. ICBS ASC-Settlle-Process 3. ICBS STMT-PRNT 4. ICBS OUT-AMLA 5. ICBS OCM-RCVRY | | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division  ***(Bangi)*** | **Syaiful Nizam Anuar**  **/Tukiran Takim**  Infrastructure  Network &  Data Centre  Division (***Bangi)*** | 04:30 | 11:00 | After 82.(4,5,6)  (ICBS Verified) |
| 88.4 | **Batch run for Juris** | | **Juris Batch RUN** | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division  ***(Bangi)*** | **Syaiful Nizam Anuar**  **/Tukiran Takim**  Infrastructure  Network &  Data Centre  Division (***Bangi)*** | 06:30 | 12:00 | After 84.(4,5,6,7)  (JURIS Verified) |
| 88.5 | **Batch run for BI Publisher** | | **BI Publisher Batch RUN** | Successful |  | **IT Operator**  Infrastructure  Network &  Data Centre  Division  ***(Bangi)*** | **Syaiful Nizam Anuar**  **/Tukiran Takim**  Infrastructure  Network &  Data Centre  Division (***Bangi)*** | 06:30 | 12:00 | After 85.8  (BI Verified) |
| 88.6 | **Wintel Batch Runs - IFAS** | | **IFAS** | Successful |  | **IT Operator** Infrastructure  Network &  Data Centre  Division ***(Wisma BSN)*** | **Asrol Amri Daod**  Applications Management  Division  ***(Wisma BSN)*** | 06:00 | 11:00 | After  Step # 84.16 (Verified  IFAS) |
| 88.7 | **Batch run for Loyalty** | | Loyalty batch run  Input from Asccend Batch Run     * Assisted by Server team (Mohd Kamil Mohd Kalid) | Successful |  | **Zuhaida**  **Mohamad**  Application  Management  Division  (***VPN@Home)*** | **Aneza Aneem** Application  Management  Division  (***VPN@Home)*** | 06:00 | 11:00 | After  Step # 86.4 (Verified  Loyalty) |
| 88.8 | **Wintel Batch Runs - Bizfuse** | | **Bizfuse** | Successful |  | **Imran Mohd**  **Wakid**  Application  Management  Division ***(Wisma BSN)*** | **Saridah Ibrahim**  Application  Management  Division ***(Wisma BSN)*** | 06:00 | 11:00 | After  Step # 83.8 (Verified Bizfuze) |

|  |
| --- |
| **DISASTER RECOVERY LIVE RUN**  **FOR CRITICAL BUSINESS FUNCTIONS (CBF) via Replicated Volume**  **ACTIVITY – Return to Normalcy (START SYSTEM RECOVERY @ PRODUCTION, BANGI)**  **Date: 18/06/2022 (Saturday)**  **Time: 07:30 – 13:00**  **Venue: refer to the list of venue (first page)** |

## RESYNC & RESUME STORAGE REPLICATION (07:30 – 08:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 89.1 | Resynch and Resume Storage Replication from Production system Bangi to DR Strateq : HPE 3PAR Storage | HPE 3PAR Storage Replication for physical servers: Resume HPE 3PAR storage Replication HPE 3PA | Successful |  | **Mohd Zuwairi Kamarudin**  Infrastructure  Network &  Data Centre  Division *(****Strateq)*** | **Shahril Anuar Ahmad**  Infrastructure  Network &  Data Centre  Division  *(****Strateq)*** | 7:30 | 08:00 | After all verification complete |
| 89.2 | Resynch and Resume Storage Replication from Production system Bangi to DR Strateq : IBM Storage Replicated Volume for ICBS & Juris DB Server: | IBM Storage Replicated Volume for ICBS & Juris DB Server: Resume IBM Storage Replication IBM Storage FS9150. | Successful |  | **Shahril Anuar Ahmad**  Infrastructure  Network &  Data Centre  Division ***(Strateq)*** | **Mohd Zuwairi Kamarudin**  Infrastructure  Network &  Data Centre  Division  (***Strateq)*** | 7:30 | 08:00 |  |
| 89.3 | Resynch and Resume Storage Replication from Production system Bangi to DR Strateq: IBM Storage Replicated Volume for ICBS & Juris Apps Server | IBM Storage Replicated Volume for ICBS & Juris Apps Server:  Resume IBM Storage Replication IBM Storage FS9150 for ICBS & JURIS Apps server LUN | Successful |  | **Shahril Anuar Ahmad**  Infrastructure  Network &  Data Centre  Division (**Strateq*)*** | **Mohd Zuwairi Kamarudin**  Infrastructure  Network &  Data Centre  Division (**Strateq*)*** | 7:30 | 08:00 |  |
| 89.4 | Resynch and Resume Storage Replication from Production system Bangi to DR Strateq: IBM Storage Replicated Volume for Open Systems | 4. IBM Storage Replicated Volume for Open Systems:  Resume IBM Storage Replication IBM Storage Replicated Volume to be used. | Successful |  | **Mohd Zuwairi Kamarudin**  Infrastructure  Network &  Data Centre  Division *(****Strateq)*** | **Shahril Anuar Ahmad**  Infrastructure  Network &  Data Centre  Division  *(****Strateq)*** | 7:30 | 08:00 |  |
| 89.5 | IBM Storage Replicated Volume for Open Systems: IBM Storage Replicated Volume for Mainframe | 1. IBM Storage Replicated Volume for Mainframe: 2. Resume IBM Storage Replication Mainframe (related LUN only) 3. IBM Storage Replicated Volume   Resume IBM Storage Replication | Successful |  | **Rubendran al**  **Kunasagaran**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | **Ahmad bin Ismail**  Infrastructure  Network &  Data Centre  Division  ***(Strateq)*** | 7:30 | 08:00 |  |

|  |  |  |
| --- | --- | --- |
| **Status Meeting**  Attendees:   1. RMD 2. ITD 3. Dept BCM Coordinator | **Venue:** Wisma BSN- Bunga Raya, Conference Room  **Date/Time:** 18/06/2022 - 08:00 | **Objectives:**  To get the status updates on Return to normalcy |

## DATA AND BATCH VERIFICATION (AFTER BATCH RUN @ PRODUCTION BANGI) (12:00 – 13:00)

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note/Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 90.1 | Extract Data after Batch Run at Production, Bangi - BI | 1. BI Publisher – COUNT BBSD\_HIST\_TRANSACTIONS (ICBS) = COUNT ICBS\_BBSD\_HIST\_TRANSACTIONS (CBRPT) | Successful |  | **Mohd Furqan** Applications Management  **(VPN@Home*)*** | **Nur Azura Alias** Applications Management  **(VPN@Home*)*** | 12:00 | 13:00 | After 88.5 Batch Run – BI Completed |
| 90.2 | Extract Data after Batch Run at Production, Bangi – ICBS Deposit | 2. ICBS - Deposit - Query on Account that status change from Active to Dormant. | Successful |  | **Munirah** Application  Management  Division  **(VPN@Home*)*** | **Nor Izah** Application  Management  Division  **(VPN@Home*)*** | 12:00 | 13:00 | After 88.3 Batch Run – ICBS Completed |
| 90.3 | Extract Data after Batch Run at Production, Bangi - ICBS Interface | 3. ICBS - Interface - Inquiry table on ATM and WESB | Successful |  | **Khairul Huda Wahab**  Application  Management  Division, ITD  **(VPN@Home*)*** | **Muhammad Syukri Zaki**  Application  Management  Division, ITD  **(VPN@Home*)*** | 12:00 | 13:00 | After 88.3 Batch Run – ICBS Completed |
| 90.4 | Batch Run Verification Production, Bangi - Mainframe Batch Runs Verification | Mainframe Batch Runs Verification:   * 1. OCM24   Once green light given to proceed OCM batch.  A. Extraction of OCM files   1. To produce numbers of ATM trans 2. To produce numbers of MEPS trans 3. FTPfile to Asccend   FTP file to ICBS | Successful | Successful | **Nor Azli Abu Bakar**  Infrastructure  Network &  Data Centre  Division  **(VPN@Home*)*** | **Nor Azmi bin Mat Nasir**  Infrastructure  Network &  Data Centre  Division  **(VPN@Home*)*** | 12:00 | 13:00 | After Batch Run Step# 88.1 – OCM Completed |
| 90.5 | Batch Run Verification Production, Bangi - AS400 Batch Runs Verification | AS400 Batch Runs Verification:   1. Asccend   Before Asscend Batch starts:   1. Make sure visa incoming file is using the current input – (VIINDDMM)    1. DD ->Date    2. MM => Month   \*\* Time Estimation = 30 minutes \*\*  After Asccend Batch Complete:   1. Check output file for Perso and Tng at ascend staging server    1. Person file:-([\\10.10.100.10\asccend\TouchnGoPerso](file://10.10.100.10/asccend/TouchnGoPerso))    2. TnG File: - ([\\10.10.100.10\asccend\TNG](file://10.10.100.10/asccend/TNG)) 2. Make sure Inquiry Issuer Transaction file is tally.    1. Method checking (using AIPA screen)    2. \*\* Time Estimation = 30 minutes \*\* 3. Make sure Inquiry Issuer Transaction file is tally.    1. Method checking (using AIPA screen)   \*\* Time Estimation = 30 minutes \*\* | Successful | Successful | **Nor Zaiasron Yahaya**  Infrastructure  Network &  Data Centre  Division  **(VPN@Home*)*** | **Ahmad**  **Shahruddin**  **Baharom**  Infrastructure  Network &  Data Centre  Division  **(VPN@Home*)*** | 12:00 | 13:00 | After 88.2 Batch Run – AS400 Completed |
| 90.6 | Batch Run Verification Production, Bangi : **ICBS – Deposit** | P Series Batch Runs Verification: -**ICBS – Deposit**  1. Profit Scales Report  2. BURSA file (BSAS-STP-BSN-yyyymmdd-001-DEP)  3. Query on Account that status change from Active to Dormant. | Successful | Successful | **Munirah** Application  Management  Division, ITD  **(VPN@Home*)*** | **Nor Izah** Application  Management  Division, ITD  **(VPN@Home*)*** | 12:00 | 13:00 | After 88.3 Batch Run – ICBS Completed |
| 90.7 | Batch Run Verification Production, Bangi - P Series : - **ICBS – Interface** | P Series Batch Runs Verification: - **ICBS – Interface**  1. IFAS file – check on the certain transaction branches  2. Folder report – check on the naming convention as well as estimation on the file size.  3. Verify on Ascend file output  4. Verify on AMLA output file  5. Inquiry table on ATM and WESB. | Successful | Successful | **Adila/Sarah**  Infrastructure  Network &  Data Centre  Division  (***VPN@Home)*** | **Syukri Zaki** Application Management Division, ITD  ***(VPN@Home)*** | 12:00 | 13:00 | After 88.3 Batch Run – ICBS Completed |
| 90.8 | Batch Run Verification Production, Bangi - P Series: **ICBS - BDS/GL** | P Series Batch Runs Verification: **ICBS - BDS/GL**  1. BBGLA34R (Branch Daily Balance Sheet) – expected the output will have variance between Prod and DR. The difference should be justifiable only due to transaction not catered by DR. | Successful | Successful | **Ahmad Syafiq Saprudin** Application Management Division, ITD  (**VPN@Home*)*** | **Mohd Azrip Aminudin / Nur Akilah Fadzil** Application Management Division, ITD  (**Vpn@Home*)*** | 12:00 | 13:00 | After 88.3 Batch Run – ICBS Completed |
| 90.9 | Batch Run Verification Production, Bangi: **IFAS** | Wintel Batch Runs Verification: -**IFAS**  **To check the batch run sequence (15 min)** | Successful | Successful | **Mohd Azreen Othman** Application  Management  Division, ITD  **(VPN@Home*)*** | **Harman Zulkifli** Application  Management  Division, ITD  **(VPN@Home*)*** | 12:00 | 13:00 | After 88.6 Batch Run – IFAS Completed |
| 90.10 | Batch Run Verification Production, Bangi : **Loyalty** | Wintel Batch Runs Verification: -**Loyalty** -  1. To verify by producing data file naming by date  2.Update Loyalty data file using Asscend input file | Successful | Successful | **Zuhaida Mohamad**  Application  Management  Division, ITD  **(VPN@Home*)*** | **Aneza Aneem**  Application  Management  Division, ITD  **(VPN@Home*)*** | 12:00 | 13:00 | After 88.7 Batch Run – Loyalty Completed |
| 90.11 | Batch Run Verification Production, Bangi : BizFuze | 4c. Wintel Batch Runs Verification: - **Bizfus**e  To verify Batch Job report CMES | Successful | Successful | **Imran Mohd**  **Wakid**  Application  Management  Division **(VPN@Home*)*** | **Saridah Ibrahim**  Application  Management  Division **(VPN@Home*)*** | 12:00 | 13:00 | After 88.8 Batch Run – BizFuze Completed |

## BUSINESS AS USUAL @ PRODUCTION

| **No** | **Process** | **Detail Step** | **Expected Results** | **Actual Results** | **Maker** | **Checker** | **Planned Time** | | **Note /Remarks** | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Start** | **End** |
| 91 | Business as usual at Production system, Bangi | Business as usual from:   1. Production Data Centre, BSN HQ 2. Respective Departments, BSN HQ. 3. All BSN Branches Nationwide (for ATM, CDM, CoDM)   Other transaction channels (MEPS, IB, Visa & Mastercard, myDebit) | Successful |  |  |  | 08:30 | - |  |
| DR Live Run Activity Completed | | | | | | | | | |
| **End of activity**  Activity must be completed before 09:00 am, 18/06/2022 for BSN HQ users to access Production system Bangi. | | | | | | | | | |

# APPENDIX I – EXTERNAL APPLICATION (INTERNET WEB PAGE)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **External Application/System** | | | | | | |
| **Bil** | **System / Application** | **Web URL** | **Status (Internal)** | **Status (External)** | **Remark** |
|  | ePintas | [https://epintas.bnm.gov.my](https://epintas.bnm.gov.my/) |  |  | Confirmed by ping 211.25.63.131 |
|  | efirst | <https://first.bnm.gov.my/first/srcipt/welcome.asp> |  |  | Confirmed by ping 211.25.63.103 |
|  | RAM Credit Information | <https://creditinfo.experian.com.my/> |  |  |  |
|  | ePerolehan /eProcument | <https://www.accessprocure.com/bsn/welcome> |  |  |  |
|  | BSN Insurance System | <https://w7.financial-link.com.my/BSNIS/login.jsp> |  |  |  |
|  | Sistem Kewangan Angkasa | <https://www.sola.my/spgasys_external/default.aspx> |  |  |  |
|  | ASNB/PNB Teller | <https://www.asnbfds.com/flexcube-is/WEB/FLEXSMS/ENG/Default.aspx> |  |  |  |
|  | Western Union (WU) | <https://wupos.westernunion.com/> |  |  |  |
|  | AMC Remittance | <https://amc.bsn.com.my/amc> |  |  |  |
|  | IMS infinitium | [https://imsbsnmy.infinitium.com](https://imsbsnmy.infinitium.com/) |  |  |  |
|  | AKPK | [https://gateway.akpk.org.my](https://gateway.akpk.org.my/) |  |  |  |
|  | Nextpay Celcom | <https://nextpay.celcom.com.my/agency> |  |  |  |
|  | Microkiosk (Outgoing & Incoming) | <https://console.etracker.cc/bsn/login> |  |  |  |
|  | SME Credit Bureau | [https://www.creditbureau.com.my](https://www.creditbureau.com.my/) |  |  |  |
|  | Bursa Suq Al Sila | <https://bsas.bursamalaysia.com/> |  |  |  |
|  | Permodalan BSN | <http://www.pbsn.com.my/> |  |  |  |
|  | Kijangnet | <https://kijangnet.bnm.gov.my/portal/server.pt> |  |  |  |
|  | Financial Information Services | <http://www.fis.com.my/> |  |  |  |
|  | LHDN – Stamps Hasil | <https://stamps.hasil.gov.my/stamps/index.php/login/> |  |  |  |

# APPENDIX II MATRIX TESTING FOR DEBIT & CREDIT CARD

|  |  |  |  |
| --- | --- | --- | --- |
| **Card** | **Type Card** | **Terminal** | **Batch / Online** |
| On-us  (BSN) | Credit Card   1. VISA 2. Mastercard   Debit Card   1. VISA | Off-us  (Non BSN) | File Incoming  (Batch Debit & Credit Card)  Online (Debit Card) |
| **Off-us**  **(Non BSN)** | Credit Card   1. VISA 2. Mastercard (No Card available for this test)   Debit Card   1. VISA 2. Mastercard | On-us  (BSN) | File Outgoing  (Batch Debit & Credit Card)  Online (Debit Card) |
| **On-us**  **(BSN)** | Credit Card   1. VISA 2. Mastercard   Debit Card   1. VISA | On-us  (BSN) | BSN   * Credit – Asccend   Online   * Debit – ICBS |

# APPENDIX III - LOCATION OF BUSINESS USERS

|  |  |
| --- | --- |
| **DEPARTMENT** | **FLOOR** |
| 1. PEJABAT EKSEKUTIF 2. JABATAN KEWANGAN 3. JABATAN STRATEGI KORPORAT 4. JABATAN KOMUNIKASI STRATEGIK 5. JABATAN PEMATUHAN 6. JABATAN UNDANG-UNDANG & SEKRETARIAT KORPORAT 7. JABATAN PENGURUSAN SUMBER MANUSIA 8. JABATAN PENTADBIRAN AM & KESELAMATAN 9. JABATAN *CUSTOMER EXPERIENCE* 10. JABATAN PERBANKAN RUNCIT 11. JABATAN PERBANKAN DIGITAL 12. JABATAN DEPOSIT & PEMBAYARAN 13. JABATAN OPERASI PERBANKAN 14. JABATAN PEMULIHAN KREDIT 15. JABATAN OPERASI KREDIT 16. CAWANGAN WILAYAH PERSEKUTUAN 17. JABATAN PERNIAGAAN KAD & CRM 18. JABATAN PERBANKAN ISLAM 19. JABATAN PENGURUSAN RISIKO 20. JABATAN PERBENDAHARAAN & PELABURAN 21. JABATAN TEKNOLOGI MAKLUMAT 22. JABATAN AUDIT 23. PERMODALAN BSN BERHAD | 20 & 21W  19W & 4 Blok B  18W  17W  16W  16W  15W & PPBSN  12, 14W & 3B  11W & 18 TH Selborn  10W  9W  8W  7&8W  5 & 6W  1 & 2W  GF, MEZZ. W & GF,1B  GF & 1 Blok A  2 Blok A  3 BLOK A  4 BLOK B  2 BLOK B, 3 BLOK A (HQ)  BLOK B & C PPBSN  17 TH SELBORN  19 TH SELBORN |

# APPENDIX IV - LEGEND:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| BSN | | Bank Simpanan Nasional | SAN | Storage Area Network |
| HQ | | Headquarters | DNS | Domain Name System |
| PKB | | Pusat Komputer Bangi | DB | Database |
| BNM | | Bank Negara Malaysia | DCMS | Digital Content Management System |
| ITD | | Information Technology Department | IP | Internet Protocol |
| JPD | | Jabatan Perbankan Digital | IPL | Initial Program Load |
| JPI | | Jabatan Perbankan Islam | LPAR | Logical Partition |
| JPA | | Jabatan Pentadbiran Am | LOS | Loan Origin System |
| JD | | Jabatan Distribution | ICBS | Integrated Core Banking System |
| JPPP | | Jabatan Pembiayaan & Pembangunan Perniagaan | ECS | Enterprise Credit Solution |
| JOP | | Jabatan Operasi Perbankan | SQL | Structured Query Language |
| JOPK | | Jabatan Operasi Peruncitan Kredit | LAN | Local Area Network |
| JPPKH | | Jabatan Khidmat Pengurusan & Pemulihan Hutang | WAN | Wide Area Network |
| JKES | | Jabatan Keselamatan | CSS | Credit Scoring System |
| JPKad | | Jabatan Perniagaan Kad | ATM | Automatic Teller Machine |
| Jkew | Jabatan Kewangan | BDS | Branch Delivery System |
| JPP | Jabatan Perbendaharaan dan Pelaburan | HSM | Host Security Module |
| JPSM | Jabatan Pengurusan Sumber Manusia | FPX | Financial Process Exchange |
| JKS | Jabatan Komunikasi Strategik |  |  |
| IT | Information Technology | EB | Ejen Bank |
| DR | Disaster Recovery | SMS | Short Message System Banking |
| DRP | Disaster Recovery Plan | ITMS | Integrated Treasury Management System |
| BCP | Business Continuity Plan | DCA | Debt Collection Agency |
| MTD | Maximum Tolerable Downtime | IFAS | Integrated Financial & Administration System |
| RTO | Recovery Time Objective | FECCPS | Front End Card Credit Processing System |
| BCM | Business Continuity Management | HR4U | Sistem Sumber Manusia |
| CMT | Crisis Management Team | CCRIS | Central Credit Reference Information System |
| CBF | Critical Business Function | VTM | Virtual Teller Machine |
| PIN | Personal Identification Number | VTA | Virtual Teller Agent |
| CICS | Customer Information Control System | CDM | Cash Deposit Machine |
| DCA | Debt Collection Agency | CoDM | Coin Deposit Machine |
| SSM | Suruhanjaya Syarikat Malaysia | CCO | Core Channel Operation |

Logo

Description automatically generated **Bank Simpanan Nasional**

**Summary of Problems** during Disaster Recovery LIVE RUN for Critical Business Functions (# 1 of 2, 2022)

**Date**: 16 June 2022 – 18 June 2022

**Dept / Div**: Information Technology Department

| **No.** | **Problems and Impact** | **Start / End time** | **Cause of the Problem** | **Risk**  **High / Medium / Low** | **Action Taken for Solution** | **Action Plan Taken to Ensure Problems Didn’t Recur.** | **Issues status**  **New / Recurring** | **Problem status / Solution Date (dd.mm.yyyy) / Action By/ Signature.** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Problem:**  **Impact** |  |  |  |  |  |  | **Completed /**  **In progress**  **dd.mm.yyyy**  **Action and Signature by:**  **Verified and Signature by:** |
| **Note : Nil** | | | | | | | | |

END OF TEST SCRIPT