26690 - 1ERP_Asset_Management Plan

Plan Details	
Primary DR Contact:	Srinivasa Kumar Chidella
Backup DR Contact:	Nikhil Kumar Kantipoodi
Approver:	Merlyn M Murthodi
Executive Plan Approver:	Merlyn M Murthodi
Date/Time Generated:	October 2, 2024 09:36 AM

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Appendices

A.

Introduction

Application Description	Asset Management tool for the network and field teams to create movements in the ERP systems

Questions regarding the plan should be directed to the Plan Author listed below. The BR/DR Representative provides support to the Planner, DR Committee members and to the Executive Escalation team during an event, and represents this GTS Business Resiliency / Disaster Recovery program.

Primary DR Contact	Srinivasa Kumar Chidella
Backup DR Contact	Nikhil Kumar Kantipoodi
Plan Approver	Merlyn M Murthodi
Executive Plan Approver	Merlyn M Murthodi
BR/DR Representative	Craig A Thomas

Portfolio DR Representative #1 Email	david.d.love@verizon.com
Portfolio DR Representative #2 Email	thkeya.smith@verizonwireless.com

Important Corporate Contacts

Corporate Security	800-997-3287
Information Security – Cyber Security	Email Distro: cirt@verizon.com Web Site: https://vcsd.verizon.com/cirt/CyberSecurityIncidentType.aspx
Information Technology – Major Incident Management	Wireless 866-766-8047 Wireline 800-450-5259 Direct Dial (Toll) 813-978-2259 Email Distro: crisisall@verizon.com Web Site: https://mim.verizon.com/
Verizon Global Network Operations Center	866-694-1563
Verizon IT Data Center Operations	Web Site: https://itdco.verizon.com

The Leadership Team for this plan is listed below.

Title	Name	Email
Manager		
Senior Manager		
Associate Director		
Director	Srinivasa Kumar Chidella	srinivasa.kumar.chidella@one.verizon.com
Senior Director	Merlyn M Murthodi	merlyn.murthodi@one.verizon.com
Associate Vice President	Alan W Mott	alan.mott@one.verizon.com
Vice President		
Senior Vice President	Jane Connell	jane.connell@one.verizon.com

The Application Contacts for this plan are listed below.

Contact	Name	Work Phone	Mobile Phone	Email
Application	Nikhil Kumar Kantipoodi			nikhil.kumar.kantipoodi@verizon.com
Application Support	Hemanth K Yerra		+91 7382341505	hemanth.yerra@verizon.com

Recovery Support Teams for this plan are listed below.

Database Administrator	Santhosh K Gollapudi
Infrastructure (IaaS)	Kiruthika Dhanapal
Network	Kiruthika Dhanapal
Vendor	

Critical Application Information

Application ID	26690	**Appl ID**	I2CV
BIA	Medium	**ASL**	Business Critical
Approved RTO	< 4 hours (15 minutes to 3 hours and 59 minutes)	**Approved RPO**	> 4 hours (4 hours or more)
Production Location	AWS-East1,AWS-West2	**Hosted**	Internally (VZ Managed)
Recovery Location	AWS-West AWS-East	**Type of DR Solution**	True Active/Active
Platform	Open System		

Procedures

AWS-East – Actual Event Failover

Steps	Details	Estimated Duration Time Value/Unit	Point of Contact
1.0 - Actual Event Failover	Our active/active application setup will automatically route traffic to the failover region in the event of a region outage. This automatic failover will occur because our health checks for global URLs will show as unavailable	2.0 Minute(s)	Nikhil Kumar Kantipoodi

AWS-East – Actual Event Failback

Steps	Details	Estimated Duration Time Value/Unit	Point of Contact
1.0 - Actual Event Failback	Our active/active application setup will automatically start to re route traffic to the failback region in the event of a region outage. This automatic failback will occur because our health checks for global URLs will show as available again	2.0 Minute(s)	Nikhil Kumar Kantipoodi

AWS-East – DR Exercise Failover

Steps	Details	Estimated Duration Time Value/Unit	Point of Contact
1.0 - DR Exercise Failover	Disable our GSLB for a specific region via casino portal(example aws-west). Ensure no traffic is being routed to that region via logs	2.0 Minute(s)	Nikhil Kumar Kantipoodi

AWS-East – DR Exercise Failback

Steps	Details	Estimated Duration Time Value/Unit	Point of Contact
1.0 - DR Exercise Failback	Enable the GSLB which was disabled via casino portal(example aws-west). Ensure traffic is being routed to that region again via logs	2.0 Minute(s)	Nikhil Kumar Kantipoodi

AWS-West – Actual Event Failover

Steps	Details	Estimated Duration Time Value/Unit	Point of Contact
1.0 - Actual Event Failover	Our active/active application setup will automatically route traffic to the failover region in the event of a region outage. This automatic failover will occur because our health checks for global URLs will show as unavailable	2.0 Minute(s)	Nikhil Kumar Kantipoodi

AWS-West – Actual Event Failback

Steps	Details	Estimated Duration Time Value/Unit	Point of Contact
1.0 - Actual Event Failback	Our active/active application setup will automatically start to re route traffic to the failback region in the event of a region outage. This automatic failback will occur because our health checks for global URLs will show as available again	2.0 Minute(s)	Nikhil Kumar Kantipoodi

AWS-West – DR Exercise Failover

Steps	Details	Estimated Duration Time Value/Unit	Point of Contact
1.0 - DR Exercise Failover	Disable our GSLB for a specific region via casino portal(example aws-west). Ensure no traffic is being routed to that region via logs	2.0 Minute(s)	Nikhil Kumar Kantipoodi

AWS-West – DR Exercise Failback

Steps	Details	Estimated Duration Time Value/Unit	Point of Contact
1.0 - DR Exercise Failback	Enable the GSLB which was disabled via casino portal(example aws-west). Ensure traffic is being routed to that region again via logs	2.0 Minute(s)	Nikhil Kumar Kantipoodi

Backup Recovery Procedures - Event Notification

Steps	Details	Estimated Duration Time Value/Unit	Point of Contact

1.0 - Event Notification	1. Who do you need to notify (stakeholders, end users)?
	   Business market leads, IT teams, Boundary system dependent teams, Management
	2. Conduct an assessment (identify backups required for restoration)?
	   Notify DBA's and Infrastructure leads regarding the DR failover issue to identify backups required for restoration
	3. Identify the technical teams required to support backup restore activities?
	   infra team, dba team
		10.0 Minute(s)	Nikhil Kumar Kantipoodi

Backup Recovery Procedures - Recovery Phase

Steps	Details	Estimated Duration Time Value/Unit	Point of Contact
1.0 - Recovery	1. Was it determined that you can use your DR environment if Yes execute the Failover strategy if both Primary and DR is unavailable. our auto scaling groups will re generate new infra servers because of the min instance setting.	20.0 Minute(s)	Nikhil Kumar Kantipoodi

If that also is failed, we will run our jenkins jobs to re create our auto scaling groups and launch configuration servers. For the DB, we would have to run jenkins jobs to re create our RDS and restore the backup onto the new hardware from backup and recover the DB
2. Was it determined that new servers/OS builds will be required – what are the steps needed
  if both Primary and DR is unavailable, then auto scaling will re create new hardware, if that also fails we will run jenkins for new hardware
3. Was determined that restore in place using existing hardware – what are the steps needed
  N/A		

Backup Recovery Procedures - Validation Phase

Steps	Details	Estimated Duration Time Value/Unit	Point of Contact

1.0 - validation	1. Go to Application URL and login via SSO
	  2. Ensure you can search existing locations / MPN's from the database
	  3. Monitor logs for when new updates go to DB
	  4. Ensure you can see these new details on the application pulled from the recovered database
		5.0 Minute(s)	Nikhil Kumar Kantipoodi

Backup Recovery Procedures - Return to BAU

Steps	Details	Estimated Duration Time Value/Unit	Point of Contact
1.0 - Return to BAU	After completing the validation phase, the application manager should formally notify the Business Resiliency/Disaster Recovery team, on the recovery bridge, that the recovery efforts have been completed.	2.0 Minute(s)	Nikhil Kumar Kantipoodi

Required Applications

Upstream application dependencies?	

Ransomware Preparedness & Restore

Application Components	
Do you perform tape backups?	No
Corrupt Data Restore Process	

Appendices

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