

Apple Bank for Savings

# Disaster Recovery Playbook - FIS DR

Information Technology Division

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## Overview:

The document assumes that a simulated or actual disaster has occurred. The Scarsdale Datacenter is not available therefore, the Unisys/Miser Mainframe, Servers and web based applications are not available to branches and back office. This document is the playbook of actions performed by the teams within Information Technology upon declaration of a disaster recovery test or during true disaster. Most actions are the same whether a Disaster Recovery test or a true disaster.

## Assumptions and Audience:

This document assumes that anyone making configuration changes is sufficiently skilled at performing those changes. Skills are gained through training, experience or both. The audience of this document are skilled individuals that have the authority to perform changes.

## Location Documentation

Working copies of this document and other references are located:

..\IT Infrastructure\Network Infrastructure Info\Procedures\Disaster Recovery

The most up to date versions are provided to the Disaster Recovery Administrator in the event the network is not available.

## Unisys/Miser Backups/Restores:

### *Unisys/Miser – Exporting Tapes to FIS*

Selected tapes in BLLIB are exported to a backup VTS server at FIS once they are written from the Mainframe. This process is automatic and occurs in the background with no operator intervention.

Refer to Data Processing Policies and Procedures for “Exporting Tapes”

### *Unisys/Miser – Recovery Procedure at FIS*

The attached file “FIS Recovery Procedure.TXT” is a technical script that FIS use when restoring Apple Bank tapes to the FIS Mainframe

## Windows Server Backups/Restores

Windows Servers/Applications are backed up and replicated from Scarsdale to Chanin.

Refer to Server Infrastructure Knowledgebase for Procedures on Networker Data backups and restores.

## True Disaster Declaration– FIS Recovery Services (FIS FRS):

- If the possibility of a disaster is imminent, FRS encourages us to place FIS FRS on "Alert"
  - Anyone from Apple Bank can place FIS FRS on "Alert"
- Should the situation develop into an actual disaster, you will need to "declare a disaster." An Authorized Representative calls the FRS Disaster Hotline listed below:
  - (704) 501-3244
  - When the call is answered, the following needs to be said
    - "This is a Disaster Notification and I am calling on behalf of Apple Bank for Savings"
    - The Authorized Representative's name
    - The Authorized Representative's Password
    - The Authorized Representative's call back number
    - Nature of Disaster
  - Once the Disaster Notification is validated, the disaster will be officially declared
  - Once the disaster is confirmed, FRS will inform any Subscriber testing in the required facility that a disaster has been declared, and the hot site will be turned over to the declaring Subscriber
- Authorized users are added and deleted using the FIS "Disaster Declaration Authority Form"
  - The form is set to be filled out upon completion of the first Disaster Recovery Test
    - If a disaster needs to be declared after the first test but prior to the completion of the form, Apple Bank's Chief Technology Officer, Aditya Kishore is authorized to declare an disaster

## The Conference Call

- To facilitate the ease of communications between all parties, a conference call or bridge is setup by the Disaster Recovery Administrator, William DiPinto
  - The recommended solution would be an Internet conference call with the capability to dial in using a regular telephone (ex: Google Hangouts)
- A single command center intentionally does not exist. The conference call provide the flexibility to participate in the DR or DR test exercise from anywhere in the world.

## Network Failover

- During a Disaster Recovery Test Exercise or actual Disaster Recovery, the DR Test Coordinator or DR Administrator will provide the go ahead to perform the following:
  - **Physically or logically disconnect the Scarsdale connection to the FIS Command Center**
    - This will trigger FIS systems to automatically failover from the primary circuit in Scarsdale to the backup circuit in Chanin.

- If the failover does not automatically occur, contact the FIS NOC at 866-783-5840
  - Refer to Customer Network Problem Escalation Guide NCSC\_IFS.doc for more details
- In order to perform the changes faster and without error it is recommended that “cut sheets” are used. (Cut sheets are scripts written in a text editor ahead of time.)
  - For documentation purposes, they are provided to DR Administrator.
- **Branch Router Changes** (repeat for every branch affected by Test or actual DR):
  - Branch Numbers are available in the file BranchDirectory2019.xls
  - Build a Interface Tunnel to Chanin
  - Add NAT statements for the Mainframe, DNS and AppleNet
  - Change the default route to Chanin
- **Chanin Router Changes**
  - Build the DMVPN Tunnel
  - Advertise branches in BGP

## User Acceptance Testing

- If this event is a Disaster Recovery Test Exercise, appropriate testing and user acceptance needs to be performed at this time.
  - Refer to the procedures document “DR Branch Procedures 2019.doc” for additional information.
  - User testing documentation is forwarded to Systems and Procedures upon completion of the test

## Additional Evidence of a successful test

Example documentation of a successful test include but not limited to the following:

- An email from FIS showing proving Branches connected to the FIS Mainframe
- Traceroute from a branch device to the FIS Mainframe

## Network Failback

- After a Disaster Recovery Test Exercise, the DR Test Coordinator or DR Administrator will provide the go ahead to failback or undo the changes
- After a recovery from a true disaster, DR Administrator will provide the go ahead to failback or undo the changes
- The rollback changes are:
  - **Branch Router Changes:**
    - Shutdown DMVPN tunnel
    - Remove NAT Statements

- **Chanin Router Changes**
  - Remove or tear down the DMVPN Tunnel
  - Remove branch advertisement in BGP
- **Physically or Logically reconnect the Scarsdale connection to FIS**
  - If the failback does not automatically occur, contact the FIS NOC at 866-783-5840
    - Refer to Customer Network Problem Escalation Guide NCSC\_IFS.doc for more details

## Confirming Failback

In order to have confidence that the systems have failed back appropriately, perform the following:

- Ask the Apple Bank Data Processing Manager to confirm that the branches have connected to the Scarsdale Mainframe
- Traceroute from a branch device to the Scarsdale Mainframe

## References (attached to this document)

- The FRS User's Guide - Apple Bank
- FIS Recovery Procedure.TXT
- Data Processing – Policies and Procedures: Tape Replication.pdf
- Customer Network Problem Escalation Guide NCSC\_IFS.doc
- BranchDirectory2019.pdf (updated by Branch Operations)

## Revision History

| Date             | Revision | Description of changes and Author |
|------------------|----------|-----------------------------------|
| October 14, 2019 | 1        | First version – Robert Asadourian |
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