Phase 2: (Due Within 4 hours of Phase 1)

Task 2.1: Recovery Prioritization and Execution

1. System Recovery Prioritization

Priority	System	Justification
1	Core Banking System	Prioritizing this as the first system to restore because it requires almost all other banking services, delaying the restoration of this system might jeopardize all other RTOs.
2	Branch Teller System	This system is to be prioritized next, as it is used for conducting in-person transactions; restoring this system will reduce backlogs of processing customer transactions.
3	Wire Transfer System	This system must be restored quickly to avoid massive penalties, especially financial penalties. Also, there's a need to meet up by 5:00 PM cutoff.
4	Online Banking Portal	Social media needs to be assured that the situation is being well handled, hence the need for restoring the online banking portal.
5	Mobile Banking App	If this is restored, it will help relieve pressure on the call center/branch, just as the online banking portal will calm social media pressure.
6	ATM Network	Though has the longest RTO, it is crucial for customers to get access to cash.
7	Loan Origination System	Has the longest RTO; it's been prioritized after the critical system is restored.
8	Email System	There's not much immediate technical worry, hence it's been prioritized after the critical system is restored.

2. Resource Allocation

Allocating resources for the 25 IT staff (15 in Chicago, 10 in Milwaukee) to maximize their expertise, especially at the DR site:

- 10 staff will be allocated to focus exclusively on Core Banking, Branch Teller, and Online/Mobile Banking system recovery at Milwaukee (DR Site). The restoration of those systems is essential for business continuity. They will work on the configuration and testing.
- 5 staff will be given the responsibility of logistics at the Chicago Site; they will ensure they coordinate vendors, ensure the damage assessment is properly managed, and liaise with the insurer.
- 5 staff will be assigned from the Chicago site to handle communication and ensure compliance; their role will be to report to regulatory bodies, customers, media, and also manage internal communications.

- 5 staff will be assigned to handle support off-site; their role will be to provide support, such as documentation checks, technical support, and be on standby to replace any staff struggling with fatigue at the DR site.

3. Problem Solving

Core banking is taking longer than expected: I will escalate the issue immediately to the vendors for emergency support. Accept the estimate of 6 hours for full restoration while I inform the executive leadership of the revised RTO. Staff handling the lower priority system will be deployed to assist in core banking testing to ensure the 6-hour lockdown does not exceed.

Online banking configuration issues: I will assign a network engineer in Milwaukee and an IT support staff from Chicago to fix the configuration issues, they will work as a team, though the IT support will connect remotely, as they fix the configuration issue, I will ensure they document any challenges and steps taken to fix it to ensure seamless operations while fixing other systems.

Key staff delayed: I will reach out to know their current status, considering how long it will take to get to the site, and see if they can remotely perform their duties, OR collect any critical documents/passwords so as to assign a temporary staff member to continue their duty.

4. Timeline and Milestones

Timeline	Milestone
6:45 AM	Declaration of Incident and activation of the DR plan.
9:00 AM	The branch door was open for customers to access.
10:30 AM	Regulatory Notification filed meeting up with the 4-hour window.
12:00 PM	Restoration of the Branch Teller system.
1:00 PM	Restoration of Online Banking Portal.
4:00 PM	Restoration of Core Banking System.
4:30 PM	Wire Transfer System restoration processing starts.
5:00 PM	Wire Transfer Deadline.
8:00 PM	ATM Network is fully Operational.