

Phase 4: Final Recovery and Transition (Wednesday, 8:00 AM)

Task 4.1: Transition Planning

1. Return Strategy

My return strategy will be to return to the Chicago primary site once restored and also implement a hybrid approach. Considering the cost-benefit, continuing at the DR site indefinitely will be costly, as it costs \$50,000 to operate per day at the DR, which is not cost-effective; though the risk might be low due to stable operations at the DR, the DR site may lack full capacity for long-term production as compared to the primary site. Returning to the primary site will save cost, but there might be a risk of a second outage; the infrastructure there has the capacity for long-term production. Implementing a hybrid approach will save cost and allow time to re-evaluate the primary site suitability.

2. Transition Timeline

Day	Key Milestone
Day 1-7	Operation continues from the DR site, with full post-incident and AAR data collection being conducted by the DR manager and Compliance Officer.
Day 3-5	The primary site validation commences, such as testing of electrical and cooling systems, replacement of equipment by facilities, and the IT Infrastructure team.
Day 7	Data Synchronization test commences from the DR back to the Chicago primary site by the Database Team.
Day 10	Transition commences and notification of system shutdown to necessary parties, then final synchronization check by the DR manager.
Day 11	End-to-end testing, from the Milwaukee DR site to the Chicago primary site, of failover systems by all IT Teams.
Day 12	Rollback plan is ready in case testing fails.
Day 13	Full operation resumes from the Chicago primary site.

Validation and testing requirements include full end-to-end transaction testing of the Teller, Wire Transfer, and ATM systems in the new environment. The core banking system should be stress tested.

The rollback plan will be to maintain the DR site in a warm state for 72 hours post-cutover. If any system fails within that timeframe, immediate fallback to the Milwaukee DR site will be considered.

3. Business Resumption

Customer notification and confidence rebuilding

Final communication will be issued emphasizing that operations are fully restored, explaining how the DR plan worked as intended, saving cost and preventing data loss. The successful handling of the wire transfer deadline will also be included in the

message to reiterate their confidence in the company. The message will contain a sincere apology to all customers and probably a waiver fee for the first month of post-incident.

Staff return to normal schedule

Business operations will commence, and shift schedules will be implemented to avoid staff burnout. The recovery team that worked nonstop during the disaster recovery will be compensated to encourage them.

Vendor and Partner communication

All stakeholders will be notified of business resumption, and key vendors such as FiServ will be notified as well that normal operations have resumed. The FiServ executive will be scheduled for a meeting to review the licensing issues and make changes to the contract terms.

Regulatory close-out

A final report on the incident will be submitted to the Federal Reserve/FDIC, summarizing the incident, the successful recovery with steps taken, RTO/RPO analysis, and the action plan for improvement.