**Note: To be populated from all data populated from the “to”, “CC”<fields>**

**Trigger #1; Email 1**

To: <Application Manager/Tech Owner>, <Test Plan Owner>, <Plan Owner>

CC: <Application Director/Sub Portfolio Owner>

Subject: ACTION REQUIRED: Live Failover Testing Requirements 2021

**You have been identified as an Application Owner and/or Plan Owner for an application in-scope for Live Failover Testing in 2021.**

**Live Failover Testing Requirements 2021**

The CVS Health Disaster Recovery Program requires that Active/Active and Active/Passive applications conduct Failover Exercises to test the process and hardware that would be used in a true recovery event. The scope, methodology and length may vary depending upon application capability and business impact.

Objectives:

* + Leverage the process and hardware that would be used in a true recovery event
  + Provide evidence of resilience by quickly moving mission critical application workload(s) between data centers minimizing impacts to the business
  + Successfully perform testing on recovered systems as documented in the Application Test Plans
  + Coordinate test dates with existing maintenance windows to minimize impacts to the business
  + Where possible, align testing with dependent failover capable applications to test integration functionality
  + All testing must be completed by September 30, 2021
  + It is important to adhere to completion dates as the results of these exercises must be included in the Q4 readout to the Board of Directors/Audit Committee.
  + EDR Team will distribute a Quarterly Executive Summary highlighting the results of the applications tested in the previous quarter and provide notification of the upcoming Failover exercises

**New in 2021: Failover Exercise Portal!**

In order to streamline the Failover Exercise process, we have implemented a Failover Exercise Portal to identify and track all Exercise Tasks for each in-scope application. [LINK to Portal] **Please review and comply with the Deliverables listed below:**

**Immediate Action Required:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Exercise Tasks** | **Owner(s)** | **Task Description** | **Due Date** |
| **Identify any changes to Application ownership** | Application Teams | Application Ownership / POC changes must be acknowledged and updated via the Failover Exercise Portal**\*** [LINK to Portal]  \* Supported Browsers:  Google Chrome and Edge | Within One Week of Receiving Notification of Failover Requirement |
| **Identify and submit 2021 Failover Exercise date** | Application Teams | Test dates must be identified and submitted via the Failover Exercise Portal**\*** [LINK to Portal]  \* Supported Browsers:  Google Chrome and Edge | Within Two Weeks of Receiving Notification of Failover Requirement |

**Deliverables Pre-Failover Exercise:**

*(Planning begins 4 weeks prior to Scheduled Failover Exercise Date)*

|  |  |  |  |
| --- | --- | --- | --- |
| **Exercise Tasks** | **Owner(s)** | **Task Description** | **Due Date** |
| **Application Failover Test Plan and Timeline - DRAFT** | Application Teams | Upload the first draft of the Failover Exercise Test Plan via the Failover Exercise Portal**\*** [LINK to Portal]    EDR Team will review and reject/provide feedback or Approve via the Portal  \* Supported Browsers:  Google Chrome and Edge  1st Time Failover Testing: Application Failover Test Plan and Results Template is located on [Failover](https://collab-sm.corp.cvscaremark.com/sites/DisasterRecovery/Exercises/SitePages/Home.aspx?RootFolder=%2Fsites%2FDisasterRecovery%2FExercises%2FShared%20Documents%2FExercises%2F2021%20EDR%20Exercises%2FFailover&FolderCTID=0x0120008ED08C2B756CCF4496D4F6DDF22E6A21&View=%7B2122DA51%2D3F10%2D43CF%2DAC61%2DE90D82A513EF%7D) section of the EDR SharePoint site  Previous Failover Testing: Use last year’s Application Failover Test Plan and Results document and update it for 2021. Located here: [Failover Test Plans](https://collab-sm.corp.cvscaremark.com/sites/DisasterRecovery/Exercises/_layouts/15/start.aspx" \l "/Shared%20Documents/Forms/AllItems.aspx?RootFolder=%2Fsites%2FDisasterRecovery%2FExercises%2FShared%20Documents%2FApplication%20Test%20Plans%2FFailover&FolderCTID=0x0120008ED08C2B756CCF4496D4F6DDF22E6A21&View=%7B5BC6DCA6%2D5BED%2D4FA6%2DBF69%2D9F4DEF9C28E5%7D) | 2 Weeks Prior to Scheduled Failover Exercise Date |
| **Submit Request for Change (RFC)** | Application Teams | Submit RFC for the Failover Exercise | TBD |
| **Application Failover Test Plan and Timeline – FINAL**  **Approval Process** | Application Managers/Tech Owners and Directors/Sub Portfolio Owners | Upon EDR Approval of the Failover Exercise Test Plan, Approve the Final Application Failover Exercise Test Plan via the Failover Exercise Portal**\*** [LINK to Portal]  The final test plan MUST include the RFC and timeline (IQ/OQ)  \* Supported Browsers:  Google Chrome and Edge | 1 week prior to scheduled Failover Exercise Date |

**Deliverables Post Failover Exercise:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Exercise Tasks** | **Owner(s)** | **Task Description** | **Due Date** |
| **Application Failover Results and Timeline - DRAFT** | Application Teams | Upload the first draft of the Failover Exercise Results via the Failover Exercise Portal**\*** [LINK to Portal]    EDR Team will review and reject/provide feedback or Approve via the Portal  \* Supported Browsers:  Google Chrome and Edge | 1 week post Failover Exercise Date |
| **Application Failover Results and Timeline – FINAL**  **Approval Process** | Application Managers/Tech Owners and Directors/Sub Portfolio Owners | Upon EDR Approval of the Failover Exercise Results, Approve the Final Application Failover Exercise Results via the Failover Exercise Portal**\*** [LINK to Portal]  \* Supported Browsers:  Google Chrome and Edge | 2 weeks post Failover Exercise Date |
| **DR Plan Review in BCITC** | Application Teams  Infrastructure Teams | Review DR Plans in BC in the Cloud to ensure it is still current; if nothing has changed, no action is required in BCITC. | 2 weeks post Failover Exercise Date |

**Supporting Exercise Documentation**

Below is a summary of the key documents you will find in the [Failover](https://collab-sm.corp.cvscaremark.com/sites/DisasterRecovery/Exercises/SitePages/Home.aspx?RootFolder=%2Fsites%2FDisasterRecovery%2FExercises%2FShared%20Documents%2FExercises%2F2021%20EDR%20Exercises%2FFailover&FolderCTID=0x0120008ED08C2B756CCF4496D4F6DDF22E6A21&View=%7B2122DA51%2D3F10%2D43CF%2DAC61%2DE90D82A513EF%7D) section of the EDR SharePoint site that require your review.

**Application Failover Test Plan and Results Template –** This is the test plan template you will use to document what you will test during your disaster recovery exercise and the results achieved.

**EDR Exercise Info Packet –** This document is designed to provide you with information regarding the Enterprise Disaster Recovery program.

**Failover Exercise Portal Instructions –** This document is designed to provide you with instructions how to use the Failover Exercise Portal.