

## **Disaster Recovery Solution Procedures and Policies for On-premise eCMS Customers**

### **Overview**

Computer Guidance's Disaster Recovery Solution for On-premise eCMS Customers provides hosted disaster recovery services with a "Hot Site" for continued use of the client's eCMS system, and for backing up the client's eCMS data. In the event a customer declares a disaster, the customer's eCMS system and associated services will be established in one of our Tier III SAS 70/SSAE16 compliant data centers available to support their business.

This document describes:

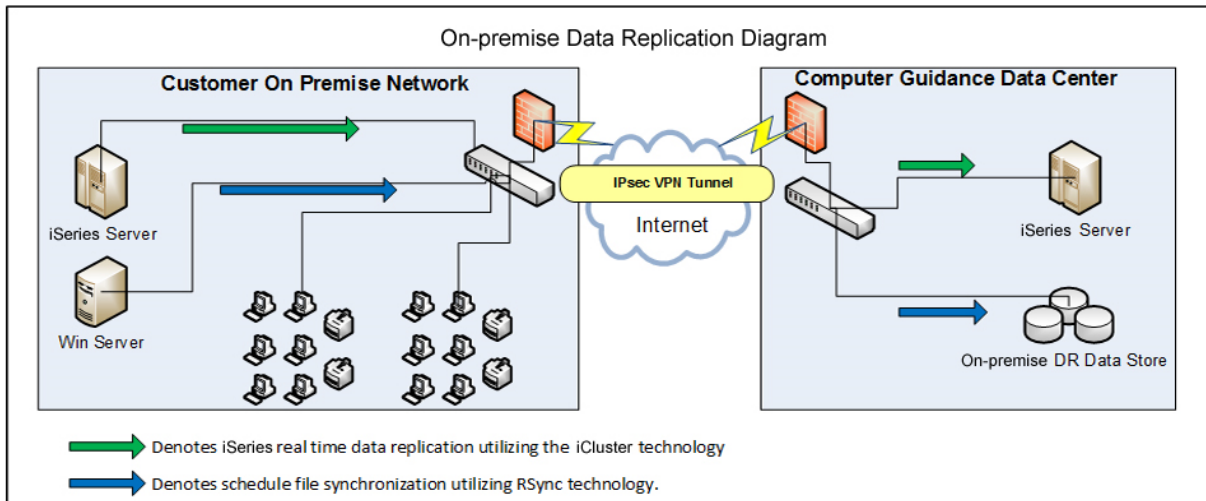
- Data replication process
- Invoking a DR scenario
- Enterprise DR process

### **Limitations**

CGC does not offer a high availability option for on demand system failover. Only active copy of the customer's eCMS data is maintained on the CGC systems. The customer is responsible for all their system backup and data retention requirements.

### **Data Replication Process**

The DR Solution uses an IPsec VPN tunnel over the Internet to provide a secure data connection to support data replication between the customers' on-premise systems and the CGC data center resources. The iSeries eCMS data is replicated to the CGC data center in real time and Windows-based information is synchronized nightly.



### Inventory of Data Replicated

- ➔ iSeries eCMS operational data. Real-time replication
- ➔ Windows eForms printer definitions, Web2/IDI data and Cognos report definitions – server hosted only. Scheduled daily.

### Invoking a DR Scenario

In the event of a disaster, you must notify Computer Guidance that you are declaring a disaster and require your On-premise DR system to be made available. We ask that you email [Disaster@computerguidance.com](mailto:Disaster@computerguidance.com) to notify Computer Guidance and include the following information:

- Company Name.
- Contact Information.
- Reason for declaring the disaster or outage.

If you don't have access to email, please use the phone numbers below to communicate the need to Computer Guidance.

- 1<sup>st</sup> Primary Engineer: 602-743-5471
- 2<sup>nd</sup> Alternate Engineer: 602 736-9321
- 3<sup>rd</sup> Technical Services Director: 480-720-0744

Lastly, verify you have access to the designated DR Laptop and have an Internet connection available.

### **Enterprise DR Process**

Once CGC receives your disaster declaration, they will initiate activities required to make your DR system available for use. This process typically takes 2-4 hours to perform. When completed, the customer will be able to access the following system components using their designated DR Laptop.

- eCMS application
- Cognos reporting system
- Web3/IDI features and documents

Depending on the nature and scope of the disaster event, additional activities will be initiated based on need.

- Establishing site-to-site network connectivity to the customer's disaster recovery location via an IPsec VPN tunnel.
- Identifying any printer changes / redirection to support eForms printing requirements.
- Discussing projected event duration.