Computer Guidance Disaster Recovery
Policies and Procedures for Hosted eCMS Customers

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The CGC Hosted eCMS offering provides hosted eCMS customers with fully integrated "Hot Site" Disaster Recovery. To provide this service, we have built a multi-layered data replication infrastructure including multisite backup and recovery approaches to ensure maximum data redundancy and integrity for our Hosted eCMS customers.

This document describes:
- Data Replication Process
- Backup/Recovery Methodology & Data Retention Periods
- Recovery Events

Data Replication Process
The CGC Hosted eCMS offering leverages our dual data center infrastructure topology to provide system redundancy in the event of a system failure event. The customer eCMS data is replicated real-time from their active eCMS operational system to a standby DR instance located in the opposing CGC data center. Windows data components are replicated on a daily basis.


Hosted Data Replication Diagram
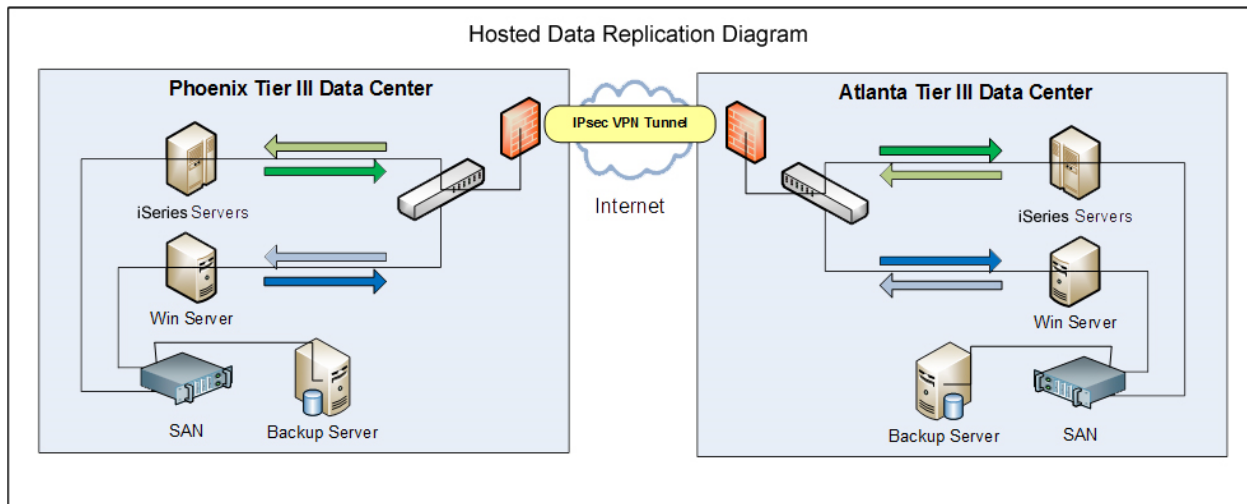
Inventory of Data Replicated
- iSeries eCMS operational data. Real-time replication.
- Windows eForms printer definitions, Web2/IDI data Cognos report definitions – server hosted only. Scheduled daily.

Backup/Recovery Methodology

At CGC, we have built a multi-layered backup and recovery approach to ensure data integrity and security for our Hosted eCMS customer.

Backup / Recovery Diagram
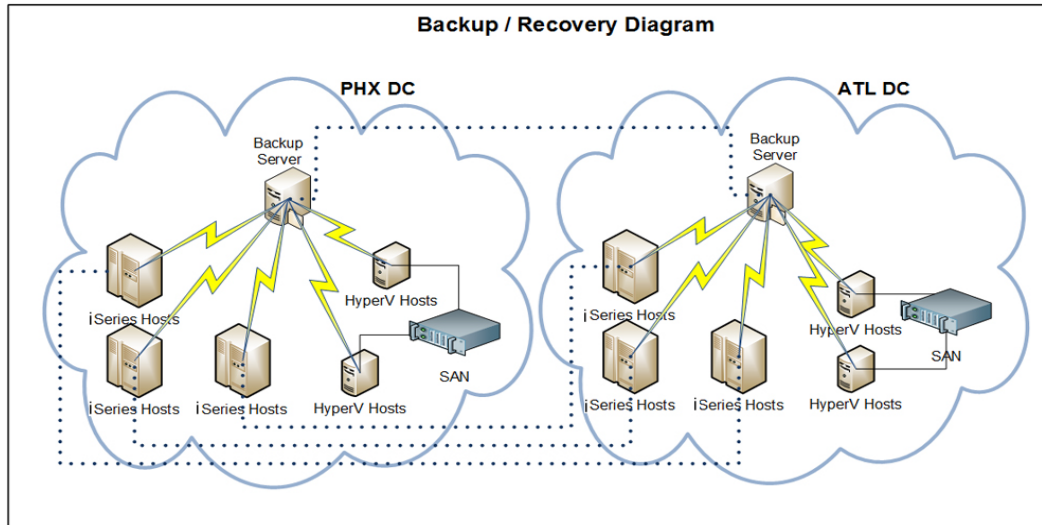
iSeries Based System

- Utilizing iCluster technology, customer data is replicated real-time between our Phoenix and Atlanta Tier III data centers.
- On a daily basis, the Systems are backed up to our central backup servers.
    - Daily backup files are retained for 7 days.
    - Weekly backup files retained for 1 month and are replicated across data centers.
    - Monthly backup files retained for 2 month and are replicated across data centers.

Windows Based Systems

- Systems are replicated between multiple SAN base storage points on a weekly basis.
- Cognos definitions are backed up daily, retained for 2 weeks and replicated across data centers.
- Business object definitions are backed up daily, retained for 2 weeks and replicated across data centers.
- Web2/IDI data components and configuration –current version retained.
- eForms printer definitions are backed up weekly –current version retained.

DRP Test Event

We provide each hosted customer the opportunity to test their DR instance annually. The DR simulation allows the customer to sign on to their DR system, run reports and review data.

- DR Tests are performed during business hours and some production downtime is required to perform the testing. Normally performed during an afternoon.
- The DR simulation is not replicating data back to the production instance. Any data entered during the test will be lost.
- A typical test requires 4 hours to complete.

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Recovery Events

In the event a disaster occurs at one of the CGC Data Centers, CGC will initiate our DR recovery plan which will:

- Inform the customer the event has occurred.
- Activate the customers' DR instance of eCMS
- Re-route network traffic to the appropriate data center.
- Discuss potential event duration.

If a customer needs to access information contained in their historical backup files, they need to contact their account representative to initiate the request.