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RP10 – Recovery Procedures CUSA Disaster Recovery

The following summarizes the DP hotsite recovery procedure that the institution will follow in the event of an emergency, as detailed at the **CUSA** website address provided below. This procedure should be reviewed and verified prior to its execution.

<http://www.cusa.com/pubpages.nsf/5af9661752bc2b8387256d1a005481d9/d1539ba6af58168987256d19005d3b37!OpenDocument>

CUSA Disaster Recovery (Sequence of Events)

In the event of an emergency and Immediately after the decision to activate the hotsite has been made, the BCP MANAGER should initiate the following sequence of events. **NOTE:** The institution's service agreement/contract provides **CUSA** to support recovery operations for a total of twenty-one (21) days.

1. The BCP MANAGER (or officer-in-charge) should notify **CUSA**.
2. Immediately upon notification, **CUSA** should ship agreed upon equipment to the hotsite/temporary operating location.
3. The BCP MANAGER (or assigned personnel) should retrieve the latest backup tape(s) from its offsite storage location and ship them to **CUSA** headquarters (**Salt Lake City, UT**).
4. Once the backup tapes are received, **CUSA** should load the backup on a hotsite server at its headquarters.
5. A dial-up line should be connected to allow the institution to access its system data (via modem) from full tape backups in order to perform daily activities remotely. (**NOTE:** This does not include add-on applications such as AMS, LWS, ERWS, or third party modules. All networked applications will be unusable.)
6. **CUSA** will perform/support limited back office functions.
7. Once the emergency situation is stabilized, replacement hardware has been obtained, tested, and installed at the final recovery site, the institution should return DR equipment to **CUSA**.

CUSA Annual Plan Review

From the CUSA website: Periodically, the **CUSA Technologies'** disaster recovery team will perform a test of the processes upon under your recovery agreement. This test includes confirming the readability of your tapes with other optional procedures to better assure system communication between your credit union and **CUSA**. At this time, we also review your recovery agreement to assure the agreement meets your credit union's needs during an emergency. The plan can be amended at this time to include new modules and credit union growth. The scope of the annual review is dependent on the service level selected.

Responsibilities & Authorities

The following details the responsibilities and authority that various internal/external resources have in the administration, implementation, and maintenance of this procedure.

BCP MANAGER is/are responsible for:

- Maintaining hardware/software requirements with **CUSA**.
- In the event of an emergency, notifying **CUSA**, retrieving backup tape(s) and shipping them to **CUSA** (or delegating responsibility for these tasks).
- Working with **CUSA** (and/or appropriate resources) to restore, test, and maintain systems at the hotsite, throughout the entire recovery process.
- Returning hardware/software to **CUSA** once the final recovery site is made available and ready to host normal operations.