

BluBOX Disaster Recovery Plan Test

Start Date: 3/3/2021
Start Time: 1:00

Scenario Tested: Database outage due to loss of hardware

Outcome Even though there are supposed to be no pass/fail, I would label this a Pass. No impact was seen by customers in terms of lost data and only a brief delay was caused while the db servers failed over. This could also include a web server failover next time, but that would impact customers due to DNS caching on their side.

Plan Oversight: Sean Dyer **Signature:**

Timeline

Who	What	When	Outcome	Notes
Shaun Peterson	Activated ERT	1:01		Customer Support/Incident Desk called Sean Dyer via cellphone
	Notified other ERT members			Called Simon, Robert and Vadim via cellphone and then joined a Teams call
Sean Dyer		1:02		
ERT Team	Researched simulated issue	1:05		Simulated discovering that the database had a catastrophic failure
Sean Dyer	Notified Shaun Peterson	1:05		Sent email of analysis and planned response to Response Desk.
	Decision to fail over database			
ERT Team		1:06		Notified Patrick de Cavaignac and Patrick Barry via cellphone of the situation
ERT Team	Start failover of primary database to geo-redundant instance	1:07		
Sean Dyer	Notified COO, CFO, CEO	1:08		Notified CxO's of analysis and predicted outage window
ERT Team	Failover complete	1:15		
	Update Desk			Notified Response Desk that failover was complete but some data may be missing and that an analysis was being performed to determine if this was true or not.
Sean Dyer		1:15		
ERT Team	Start analysis of whether any data was missing from primary server on failover server	1:16		Since this was simulated, replication was running the whole time and no data was missing. If it was missing, we would have had to apply any differentials to the backup server.
Multiple	Conference Call	1:20		Call to answer questions and define strategy. No notification to customers since this is a simulated crisis and although we are failing over, there should be little/no impact on customers (due to hot failover status and due to SQL replication).

	Declare no missing data		Had to restore data backups to a new instance and compare highest timestamps in both. Should look into automating this or capturing the SQL replication records that show the latency and then only restoring data from that incremental.
ERT Team		2:30	
Sean Dyer	Update Desk	2:31	After verifying no missing data, update Desk that the failover is complete and we are BAU
Sean Dyer	Update CxOs	2:35	After verifying no missing data, update CxOs that the failover is complete and we are BAU