

## **Disaster Recovery**

CDS is committed to supporting operational continuity by establishing capabilities that cover the operational and system requirements for all technology environments. To accomplish this, CDS has developed and maintains comprehensive recovery plans to meet government and private business contract requirements.

- CDS' covers all aspects of redeploying and executing application support following a major service interruption. The plans include technical and operational disaster recovery elements including the staff resources to effectively recover applications and processes within the required timeframes.
- Staff resources are tested and trained during the disaster recovery exercise. In addition, performance of the exercise ensures the recovery plan meets defined service levels; lessons learned sessions following the exercise identify any recommendations for improvement to the overall recovery process.
- If a disaster renders the data center complex, a portion of the data center or a contained system unusable, standard procedures exist to enable recovery and continue processing within 72 hours of the declared disaster event.
- The recovery plans are reviewed and updated at least quarterly, with reviews conducted as significant changes are made to the technological infrastructure.

## Recovery Point Objective and Recovery Time Objective

All recovery plans are required to contain a stated Recovery Point Objective (RPO) and Recovery Time Objective (RTO). The RTO may vary from application to application based on specific customer requirements, though the typical RTO is 72 hours. All time sensitive production systems are defined to be recovered and operational within a 72-hour window.

The RPO addresses the customer's need for recovery, depending on their prioritization of applications. Applications will be brought online for customer use as they become available. The list of business groups priorities are integrated into an overall priority list, complete with system inter-dependencies as they relate to contractual or revenue requirements.

## Data Protection

CDS' data is backed up daily and weekly. These backups are then stored at an offsite vault. During the disaster recovery exercises or in the event of a disaster, the backups are sent to a hot site facility to aid in the recovery process. Contingency contracts are in place to provide the same offsite vault storage at the hot site if a disaster were declared.

## Offsite Storage

Backups for the primary operating site are stored in a corporate-owned, 3,000 square foot, underground vault that is secure, environmentally sound and located approximately five miles from the primary

processing site. Iron Mountain provides offsite backup storage for the alternate processing site. The Iron Mountain facility is located approximately 100 miles from the primary recovery site

In addition, backups that represent the first 18 hours of a recovery are sent weekly to the hot site facility. This would allow the recovery vendor to commence recovery operations while personnel and media are in transit.

This facility uses many of the security safeguards found in the CDS data center complex facilities such as:

- Access that requires authentication by identification card and biometric readers
- Combination-locked vault door
- Monitoring of entrances through closed circuit television
- Environmental controls including redundant power supply, fire suppression, water detection and temperature control
- Request for removal of media is documented and requires approval from authorized management

Offsite storage vault procedures and effectiveness are tested monthly.

### Hot Sites

CDS contracts with SunGard Availability Services to supply hot site services, located in a different geographic locations, in case of a disaster event. **A hot site is a commercial disaster recovery service that allows a business to continue computer and network operations in the event of a computer or equipment disaster.** This site is also used for annual recovery plan testing and is contractually available for extended period hot site use, should it be required. SunGard Availability Services provide the physical, logical and security controls and is located more than 600 miles from our data center complex to ensure geographic separation.

### Disaster Recovery Exercise

Each year, CDS conducts a disaster recovery exercise that considers supported government or commercial business owners and associated business application software, to evaluate and maintain the current readiness of the recovery plan.

The purpose of the disaster recovery exercise is to evaluate the effectiveness of the documented recovery plan and provide reasonable business assurance that CDS is capable of restoring critical technology processes and infrastructure at an alternate site within required timeframes in the event of a disaster. The average duration of the recovery exercise is 96 to 104 hours.

CDS maintains a comprehensive set of disaster recovery plans for data center operational restoration in the event of a disaster. The recovery plans are reviewed and/or updated at least quarterly. Additional reviews and/or updates are conducted as significant changes are made to the technology infrastructure. Recovery plans are tested at least annually, with customer involvement, to ensure a prompt recovery of critical operations in the event of a disaster.