

ZYNSTRA TECHNICAL BRIEFING NOTE

Disaster Recovery Testing



Introduction

Regular testing is performed of the processes and tools used to recover Cloud Managed Servers following a disaster, both (a) the interim process of providing authenticated access in the Cloud to the services previously running on the server for the customer's users, and (b) the full process of replacing the destroyed, lost or inaccessible server with a new one of the same or a superior specification that has been preloaded with all of the software images and data in the state it was in at the time of the commencement of the most recent backup of the data prior to the occurrence of the disaster, the only exception being the data associated with any IaaS Virtual Machines which is provided separately for restoration since the process of restoring that data may be specific to the kind of repository in which that data was being stored.

This testing is very thorough but it is nonetheless generic in nature based on test data sets and does not test the restoration of individual customer appliances.

Disaster Recovery Testing Services

A disaster recovery testing service can be provided which will test some or all of the disaster recovery process for a specific customer server.

Two levels of recovery testing are available:

- **Level 1 Disaster Recovery Test.** We will execute the interim process of providing authenticated access in the Cloud to the services and data that were previously running on the customer's Cloud Managed Server to demonstrate that these services can be executed in the Cloud and that this data can be recovered successfully. This test will not enable the customer to make changes to their data in the Cloud, merely to check that it is there and is complete and correct as of the time of the most recently completed Cloud backup. The access will be achieved through a VPN connection using the customer's existing credentials as set up in their Active Directory, now running in the Cloud instead of on their premises.

The customer will have access to all of this data for a period of one week following notification that it has been restored and is ready for inspection. Whilst Cloud Backups are all encrypted when transmitted to the Cloud, it should be noted that the customer's data will not be encrypted in the Cloud during the period in which it is stored there as part of this disaster recovery test (although access will of course be authenticated to minimise any risk of inappropriate access). This Level 1 service is offered for a fixed fee that can be obtained from the party from whom the subscription to the Cloud Managed Server was purchased.



- **Level 2 Disaster Recovery Test.** We will not only execute the Level 1 test described above but will also restore a Cloud Managed Server on the customer's premises which will be deployed alongside the existing server in such a way that it will not interfere with the correct functioning of the existing server at all. The deployed recovery test server will be used solely to verify that all of the software images and data have been restored completely and correctly.

The scale of the fee that is charged for this Level 2 service is significantly higher than for the Level 1 service because of the on-premises hardware that needs to be deployed and it depends also on the server model in use by the customer and on the number and nature of any customer-specific applications deployed on the server. A fee for the Level 2 service can only be determined after some discussion with respect to the customer's exact requirements.

