

## High Availability / Disaster Recovery Consulting Services

DataBank High Availability / Disaster Recovery Consulting Services will work with customers to establish what is first the required IT and business policies for various areas of the solution in regards to business continuity and back up strategies. As a result of the assessment, DataBank will evaluate what the current gaps are between the current OnBase strategies and the required policies and business requirements. DataBank will then outline the recommended changes / enhancements to ensure the OnBase system is meeting the required backup and business continuity processes.

DataBank will work with the Customer team to perform the activities below and determine the following:

- Disaster Recovery (DR) Work Session
  - Determine Recovery Time Objective (RTO)
  - Recovery Point Objective (RPO)
  - Discuss supported OnBase DR options for SQL Server along with Pros/Cons
  - Discuss OnBase specific database failover steps required for SQL Server
  
- High Availability (HA) Work Session
  - Determine Set availability % ((total time - down time) / total time)
  - Identify single points of failure
  - Identify options for Reliable Crossover
  - Detection of failures
  - Discuss supported OnBase HA options for SQL Server along with Pros/Cons
  - Discuss OnBase specific database failover steps required for SQL Server
  
- Document Roadmap for DR and HA
  - Create a Disaster Recovery and High Availability roadmap

Areas of assessment will include the following which could be considered single point of failures:

- Processing stations that perform automated ingestion
- Document imaging processes utilized for scanning and data entry
- Workflow timer services being utilized to process workflow transactions
- Database backup and continuity
- OnBase Application Server backup and continuity
- OnBase Web Server backup and continuity

The deliverable documentation at the end of the engagement will include:

- Business Impact Analysis
  - Recovery Time Objectives for business process and IT
  - Recovery Point Object for data restoration
- Business Continuity Strategies & Requirements
  - Procedure, resource requirements, and logistics for execution of recovery strategies
- Manual Workarounds
  - Determine all forms and resource requirement for manual workarounds
- Business Continuity Plans
  - It is typical that the client will create the training curriculum for a business continuity team
  - It is typical that the client will create the testing schedule for the business continuity team

DataBank will only be performing assessment activities as part of these services. Activities related to the implementation and configuration of OnBase components are out of scope.

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