

MTRP: Managed Testing Recovery Program

Services and Deliverable Catalog



Converge Enterprise Cloud Services has developed a Managed Program, to assist and enhance our Clients' Recovery Process. The goal of this program is to manage, maintain, and enhance the Client's recovery protocol. The Managed Testing and Recovery Program (MTRP) provides the People, Technology, Expertise, and Tools, for the Client to respond and expedite recovery ATOT and ATOD.

MTRP has been designed in pragmatic approach, while allowing our Clients the flexibility to choose the desired responsibilities in the recovery process. Clients can select from our Standard, Enhanced, Premiere, and White Glove Programs.

Managed Testing Recovery Program	
Program Level	
Level 1 Standard	<p>The Standard Program allows for the Client to have total control of their recovery program. The Standard Program begins with the Client providing Converge Enterprise Cloud with documented recovery information, identifying Technology, Networks, Data Backup/Recovery Tools and Processes.</p> <p>This is a critical part of the program. It allows the CEC team to become familiarized with the Client's Recovery Environment, Program, and Processes. Therefore, allowing the CEC team to make recommendations to enhance the Client's recovery program by providing a smoother execution in achieving attainable RTOs and RPOs. The Client is responsible for tracking changes that may impact the success of their Recovery Program. The Client is also responsible for creating, maintaining, and updating all documentation and Scripts, and executing their recovery program. As part of the test preparation process, the Client should provide the CEC team with documented Test Objectives and targeted RTOs.</p> <p>CEC will be responsible for the coordination and facilitation of all Pre-Test activities provided. CEC will also provide the Client with a Test Summary Report within 15 days after completion of the test. The report will summarize the test results based on the stated Objectives, RTOs, and RPOs. It will also include documented Problems and Issues identified during the test. CEC will coordinate a Test Review conference call within 20 days following completion of the test.</p>
Level 2 Enhanced	<p>The Enhanced Program includes features defined in the Standard Program. It allows for the Client to have the most control of their recovery program.</p>

	<p>As an MTRP Client, you receive the benefit of having a Service Delivery Manager (SDM) assigned to the Client organization. The SDM becomes your single point of contact in support of the Client's recovery program and coordinates all activities between the Client and CEC teams.</p> <p>In addition, MTRP begins with an Exploratory Process. This is a critical part of the MTRP discovery phase, as it provides CEC with imperative recovery information documented and provided by the Client, identifying Technology, Networks, Data Backup/Recovery Tools and Processes. Technology, Networks, Data Backup/Recovery Tools and Processes. It allows the CEC team to become formularized with the Client's Recovery Environment, Program, Processes, and Documentation, therefore, allowing the CEC team to make recommendations to enhance the Client's recovery program by providing a smoother execution in achieving attainable RTOs and RPOs.</p> <p>The Client is responsible for tracking changes that may impact the success of their Recovery Program. The Client is also responsible for creating, maintaining, and updating all documentation, scripts, and executing their recovery program.</p> <p>MTRP provides Clients with a complete Post-Test Report. The report will include test-defined objectives, RTAs and RPAs, summarization of test results and findings, and mitigation steps. In addition, CEC will coordinate semi-annual recovery conference calls with the Client.</p>
Level 3 Premiere	<p>The Premier Program includes features defined in the Standard and Enhanced Program.</p> <p>In addition, CEC will be integrated into the Client's RLCM process. CEC will also be responsible for executing recovery processes and tasks as it relates to Technology, Networks, and Data Recovery. Based on test results and RLCM changes, the CEC Team will be responsible for updating and maintaining the recovery documentation and scripts.</p> <p>As part of the Post-Test Reporting Process, CEC will conduct quarterly recovery reviews, with two (2) of the meetings to be conducted onsite.</p>
Level 4 White Glove	<p>The White Glove Program includes features defined in the Standard, Enhanced, and Premier Programs.</p> <p>In addition, the White Glove Program transfers the responsibility of Execution of Application Restoration from the Client to the CEC Team. Client is responsible for maintaining and updating all Application documentation and procedures.</p> <p>The Post-Test Review adds an Annual Executive Briefing to the process.</p>

Managed Testing Recovery Program

5 Pillars

Pillar 1 Exploratory

Phase 1: Exploratory – With the aid of our exploratory tool Xplore360, we can gather all your critical data as it relates to your IT environment. This process inventories and gathers all pertinent technology, software, and Data Base information and its relevance to the Recovery Program.

A review of the Clients’ business, organizational structure, processes, and applications in support of their Recovery Program. Recovery Time Objectives (“RTO”), Recovery Point Objectives (“RPO”), and System/Application Tier Levels must be identified and provided by Client. The overall objective is to inventory and gather critical information necessary to understand and build a successful Recovery Plan.

Phase 2: Documentation – CEC will perform a complete review of the clients Recovery Documentation and validate the documentation against the technology and applications identified in the Exploratory Process. Furthermore, CEC will perform a contract review to corroborate what is contracted for and what are the requirements for recovery. At the end of this phase, CEC will provide recommendations for updates, changes, or creation of necessary documentation.

*If Recovery Documentation is not available, the Client can contract for CEC to create the Recovery Documentation.

Phase 3: Recovery Life Cycle Management (“RLCM”) – An RLCM Program is a process dependent upon identifying changes in the Client production environment and ensuring that changes are applied to the Recovery Program. Our Consulting Team will perform an analysis and a complete review of the Client’s current RLCM processes. They will evaluate how the Client is identifying, approving, implementing, validating, reporting, and tracking changes to the production environment and how changes are applied to the recovery program. In addition, they will audit the Client’s recovery plans, documentation, scripts, configurations, applications, and schedules, and ensure that changes are applied and current. At the completion of the analysis, the Consulting Team will document and report their findings and provide recommendations for improvement.

*Should the Client have no RLCM Program in place, Client can contract for CEC to develop and implement a RLCM Program.

Pillar 2 Test Management

The Service Delivery Manager (SDM) assigned to your team is the single point of communication throughout your test period. The SDM is responsible for coordinating all the activities in preparation for a successful test which includes managing a planned 65-day process timeline. The SDM will host cadence calls, ensure test preparedness, coordinate test objectives, review HW configurations, participate in test planning, test execution, test monitoring, and prepare for post-test reporting. A review and analysis of issues, gaps, and lessons learned will be performed by both CEC & Client teams.

The SDM will coordinate and schedule your very first test 90 days in advance, following completion of the Exploratory process. Subsequent tests can be scheduled 65 days in advance.

<p>Pillar 3 Test Execution</p>	<p>With CECs' Enhanced and White Glove service, CEC Teams will setup recovery systems and storage, build and configure a data network, restore network, OS, backup environment, and restore application data from backups.</p> <p>Execute and follow Recovery Documentation per contracted program.</p>
<p>Pillar 4 Test Reporting</p>	<p>At the end of a test the SDM will facilitate a meeting with the Client and CEC team to review all incidents recorded and confirm all incidents have been captured. Within 15 days of the final test day, the SDM will deliver a complete Post Test Report, to include summary of test objectives, RTO/RTA, RPO/RPA, and testing issues. The Client is to confirm the report and submit any updates or changes required.</p> <p>Within 20 days of the final test day, a meeting will be scheduled with the Client to perform a full test review and receive formal signoff.</p> <p>The SDM will request the Client to complete:</p> <ul style="list-style-type: none"> - Post Test Survey - Test Success Story with Client PPT - Approval/Denial for being a Reference Client
<p>Pillar 5 Recovery Life Cycle Management (RLCM)</p>	<p>With CECs' Enhanced and White Glove service, the SDM must be assigned as a member of the RLCM process.</p> <p>The RLCM process is dependent upon:</p> <ul style="list-style-type: none"> - Identifying changes in the Client's production environment. - Assessing the impact of these changes to the Recovery Program. - Assuring changes are documented and approved. - Performing a review of the Client's recovery plans, documentation, scripts, configurations, applications, and schedules. <p>SDM will:</p> <ul style="list-style-type: none"> - Work with Clients Change and Infrastructure Management teams to ensure changes to Client's production environment are identified and documented. - Need to be informed by Client of changes to applications and its dependences, recovery documentation, recovery configurations, and other documentation that may be required based on the information provided by Client's Change and Infrastructure Management teams.