I. QUICK REFERENCE

A. Application Servers

		PRODUCTION SERVER		BUSINESS CONTINUITY (BC) SERVER	
APPLICATIONS	**ALIAS**	**NAME**	**ADDRESS**	**NAME**	**ADDRESS**
Acme Margin, Acme Alerts	NA	NYC-1234-XX1	123.45.678.99	DXL-MXC-NXBC01	123.45.678.99

B. Server Configuration

SERVER	APPLICATIONS	TYPE	OS	MODEL	LOCATION	COMMENTS
NYC-1234-XX1	Acme Margin, Alerts	Production	Win 2000	Compaq Proliant DL380	31235 Park (NYC)	
DXL-MXC-NXBC01	Acme Margin, Alerts	BC	Win 2000	Compaq Proliant DL380	MXC (Delaware)	

C. Critical Hours of Availability

12:00 AM	2:00 AM	4:00 AM	6:00 AM	8:00 AM	10:00 AM	12:00 PM	2:00 PM	4:00 PM	6:00 PM	8:00 PM	10:00 PM

- 7:30 AM – 6:30 PM: Normal Business Use
- 1.30, 2:00 AM ~ 2:45: Critical batch jobs

ⓘ **Note**:
For more information about batch jobs, refer to "Batch Operations" beginning on page 19.

II.	APPLICATION DESCRIPTION

A. Overview

Acme Bank is a global wealth management leader that delivers the highest quality products and services to high net worth individuals and families. The private bank delivers highly customized and tailored solutions by leveraging the firms' commercial and investment banking capabilities. A "total wealth management" approach is the cornerstone of its philosophy.

This level of service is supported by focused technology including the Acme Margin system.

B. Acme Margin

Acme Margin is an application used by the Investment Management and Brokerage businesses of Acme Bank to track margin exposure, generate reports, and update the DEF database. It is a two-tier application consisting of a GUI, batch operations, and a Sybase12.5 database backend.

Acme Margin performs calculations for interest (Credit, Debit. and Rebate), SMA, margin call, buying power, and more, using Regulation T rules (which dictate margin loan procedures in brokerage firms).

Acme Margin/Acme Alerts/Mars is used by:

- **Margin Specialists**: to monitor a client's margin exposure. Acme Product specialists can then direct brokers to enter trade order tickets against margin loans requested by the client and approved by the Firm.

- **IBOS OPS (Investment Banking Operations Services)**: to view data. These users handle day-to-day operations such as house calls and month-end interest posting.

- **Mid-office Personnel**: to response to client inquiries.

- **Control/ Risk Managers**: to speculate and assess the risk of investments.

C. How to Use this Book

In the event of a major disruption, follow the "Recovery and Re-Integration Procedure" beginning on page 4 to restore business-critical services.

1.   Assumptions

- The Firm has declared an emergency.

- Your group's primary location is inaccessible.

- The computing resources at your primary location are totally disabled and inaccessible.

- Desktop support is available.

2.   Preparing for Disaster

To maintain a state of readiness, the Business Recovery manger should periodically:

- Verify that the most recent software release of the software is installed on the BC application servers, clients, and CITRIX servers (if applicable).

- Test all Sybase login accounts on the BC application server.

- Verify that the most current documentation is available at the alternate site.

- Verify that team members have valid Acme login IDs.

	III.	**RECOVERY AND RE-INTEGRATION PROCEDURE**

A. Step-By-Step

(i) **Note**:
Details for each step follow this table.

SEQUENCE	ACTION
❶	Evacuate all personnel.
❷	Notify emergency contacts.
❸	Relocate to the alternate site (4 Main Street, 10th Floor).
❹	Provide access to the application from the alternate site/server.
❺	Reconcile missing transactions.
❻	Perform routine maintenance and support.
❼	Revert to the original production environment.