DRP activation and crisis management

DRP solution architecture · https://nuabee.com/documents/drp-activation-crisis-management/

Switching to emergency mode

General principle

When a customer's crisis unit (PCA Crisis Unit or PRA Crisis Unit) identifies the need to switch to emergency mode, the customer contacts Nuabee using the elements described in the PRA Emergency Mode Activation Procedure (available in the PRA console).

The principle is that a Nuabee contact person calls one of the persons authorized to activate a DRP, as defined in the DRP console.

Depending on the actual or feared risk scenario, this exchange defines whether it is a question of :

- **Putting the system on alert** so that it can be activated at a later date.
- **Immediate switchover** to emergency mode.

The perimeter to be activated (full/partial) can also be specified.

Notification mechanisms

These are different for Open and Non-Open periods, depending on the level of service subscribed by the Customer.

Nuabee confirms to the Customer that the pre-alert has been taken into account by the usual PRA contacts, who are defined in the summary tab of the PRA console.

Real-life activation steps

The main stages are as follows:

- Step 1: Event response
- Step 2: Implement restart in the cloud
- Step 3: Restart validation

- Step 4: Definition of additional actions.
- Step 5: Organization of return to main site

Step 1: Event response

List of actions		
What	**Who**	**How**
Acknowledgement of Customer's activation of the Disaster Recovery Plan.	Nuabee	Nuabee confirms early warning
Information to suppliers and IT and telecom partners concerned	The customer	According to its internal BCP or crisis management procedure
Triggering the transfer of server recovery media	Nuabee	Nuabee confirms start of technical server operations

Step 2: Cloud reboot implementation

List of actions		
What	**Who**	**How**
Executing server restoration.	Nuabee	Nuabee validates server uploads as they occur
Nuabee teams open rights to customer Cloud projects	Nuabee	Validation by the customer of access to his project environment.

Preparation of network switchover according to predefined procedure	Customer or Nuabee	According to customer-defined procedure

Step 3: Restart validation

List of actions		
What	**Who**	**How**
Run application performance tests	Customer with Nuabee support	Validation by the customer and e-mail to alerte@nuabee.fr & operation@nuabee.fr in the event of any problems identified during testing.
Execution of network switchover according to predefined procedure	Customer or Nuabee	According to procedure defined with customer
Verification of network switchover before opening flows to users	Customer with Nuabee support	According to procedure defined with customer

Step 4: Definition of additional actions

List of actions

What	Who	How
Definition of the backup plan to be implemented	Customer + Nuabee support	Implementation of environment and data backup strategy
Identify complementary actions on security aspects	Customer + Nuabee support	
Identification of complementary actions on Cloud infra monitoring aspects	Customer + Nuabee assistance	

Step 5: Organization back on the main site

List of actions		
What	**Who**	**How**
Definition of a return procedure according to customer scenario	Customer + Nuabee + possible external service provider	Working group
This return is described in a specific document: Nuabee - Nominal return after DRP		