

# Disaster Recovery



To fill a need for comprehensive, reliable and timely recovery from a business continuity situation, NISC has developed an offering to provide business continuation with the smallest requirement on the Member or Customer's end.

NISC's disaster recovery service maintains data at a hosted location away from the Member or Customer's office. In the event of a disaster all that is required for the Member to access their most current data is a Windows® PC and internet access. These are some FAQs regarding NISC's approach to disaster recovery:



**Q: Are there additional costs for this service?**

A: NISC has developed the solution to be as cost effective as possible. Current pricing is \$275 per month with no additional cost in the event of a disaster.

**Q: What data is included with the service?**

A: Disaster Recovery currently includes iVUE® ABS, CIS, SIS, Toll and OMS. Not included with the Disaster Recovery Service: CABs, EUB, Document Vault™, CallCapture™, Staking and GIS data.

**Q: How long after notifying NISC will we have access to our data?**

A: NISC will make every effort to have your data available as soon as possible. The actual amount of time is very dependent upon the amount of data you have --- estimates are available upon request.

**Q: How current will the data be?**

A: The data will be as current as your most recent iVUE nightly backup --- barring any interruptions of the replication process. After each nightly backup is executed on your system, files are encrypted and transmitted to NISC's hosted servers.

**Q: When should we use the Disaster Recovery system?**

A: NISC recommends that the system not be utilized unless your iVUE system is deemed inoperative or unavailable for greater than 24 hours. This recommendation is based on the fact that there will be additional downtime involved to deliver and update your live iVUE system after using the disaster recovery system. Current machine maintenance is required on your system.

**Q: What if my system is down and won't be available until the next morning?**

A: NISC has enabled the disaster recovery system for shorter periods of downtime with the recommendation that the system only be used for inquiry purposes. This would allow you to view important customer information while your system is down and would not require any additional downtime to update your live iVUE system.

**Q: How long can we continue to run on the system?**

A: The expected duration of use is less than 10 working days. Replacement equipment should be available within that period.

**Q: How many users can have access at one time to the system in a disaster?**

A: NISC will allow up to 10 users to access the system at one time via a SSL-VPN.

**Q: What is required on my end to gain access?**

A: A PC running Windows® XP or greater and Internet Explorer.

**Q: How will I print?**

A: iVUE reports can be viewed on the screen or emailed and printed to a local printer. Any critical reports that cannot be run in this way will be printed and priority mailed.

**Q: Will the system be tested to ensure I will have access when I need it?**

A: One annual test is included in the price of the service and can be scheduled with a member of NISC's Technical Services department. The integrity of your data will be tested every day to ensure validity.

**Q: Is the data secured?**

A: NISC is very aware of security concerns. Through data encryption and strict authentication, we will provide the highest level of security.

**More Information:**

If you would like more information regarding NISC's approach to disaster recovery, please contact:

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