



**i n v e n t**

**Business Continuity  
for E-Services :  
S1 Case Study**

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HP World

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Chicago

# Agenda

- Background to the Rehearsal
- The Architecture of the environment
- The Rehearsal itself
- The Video
- Conclusions
- Questions

# Background

- S1 (Nasdaq: SONE), the pioneer of Internet banking
- Global provider of Internet-based financial services solutions
- Broad range of applications
- Applications can be implemented in-house or hosted in the S1 Data Centre
- Existing Hosting Centre in Atlanta USA
- Hosting Centre in Singapore opened 2000
- New European Hosting Centre in UK



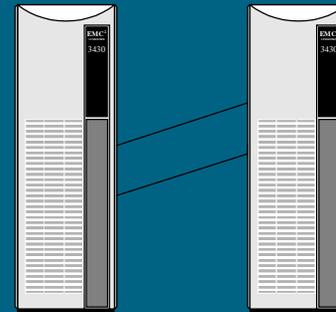


**S1**<sup>TM</sup>

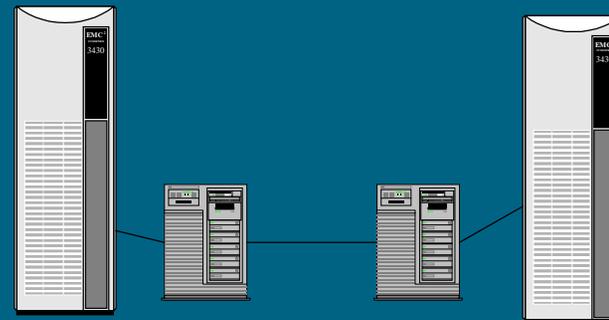


# Architecture

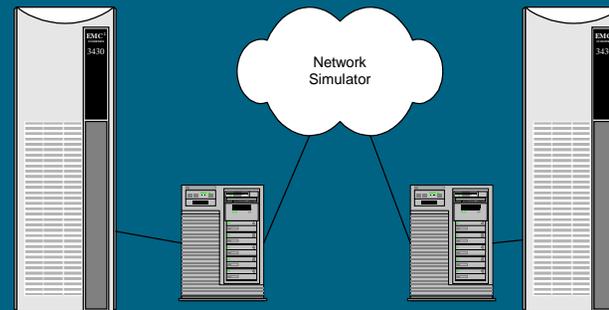
1) Tested side by side



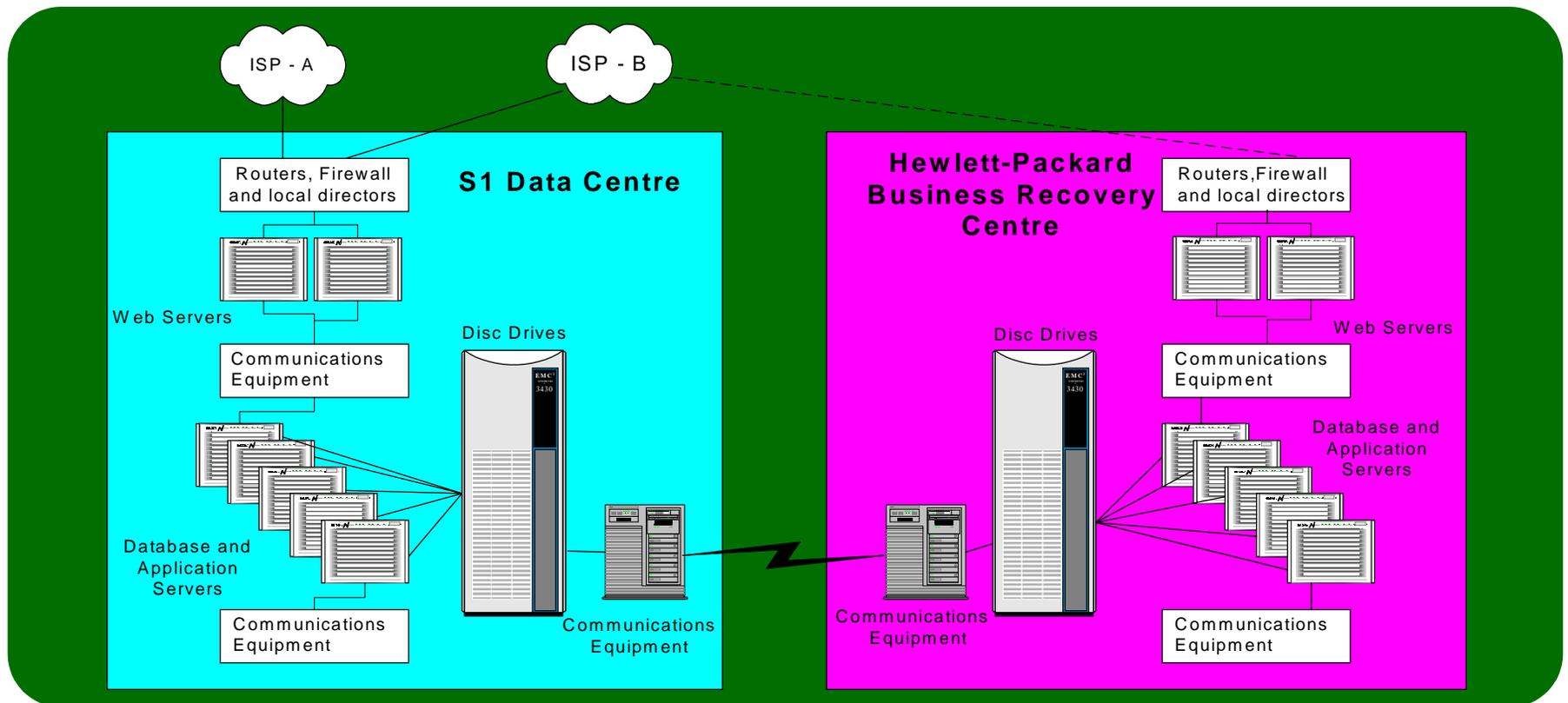
2) Tested side by side through communications equipment



3) Tested side by side with network simulation



# Architecture



# The Rehearsal

- 1<sup>st</sup> December 2000
- Total Power Failure to the Data Hall
- Objectives:
  - Less than 1 hour
  - No data loss
  - Real Internet users accessing the system

# The Video

# Rehearsal Results

- Rehearsal sequence of events:
  - EPO to fail to entire data-centre 0:00
  - Internet users see web-site become unavailable
  - S1 follow internal Business Recovery plan to establish severity of disaster' 0:01
  - S1 calls HP - invocation 0:09 0:00
  - S1 team depart for HP recovery site 0:10
  - HP specialist runs script (disk array) and boots UNIX servers 0:12
  - S1 team arrive at HP recovery site 0:32
  - S1 team complete recovery process, verify system status and put system back on-line 0:43 0:34
  - Internet users log back in to web-site and access bank account 0:48
- Recovery 34 minutes from invocation
- Internet user non-availability less than 48 minutes
- No data loss

# Conclusions

- Rehearsal a success
- Power Restoration was also a success
- Level of confidence
- Test even more next time.

# Questions