

# Sparrow Disaster Recovery – Course Overview



## Duration: 2 days

Sparrow system, procedural and hardware options will be presented to assist in planning for recovery from a disastrous interruption to Sparrow system processing. Staff will learn possible uses of a Disaster Recovery Centre (DRC) and match these with the bank's specific requirements. A generic DR-Contingency document will be modified to the needs of the bank and a list will be produced, of essential steps to be completed after the course.

## Course Objectives

- To describe system and hardware options for Sparrow resilience, high availability and Disaster Recovery.
- To develop the initial draft of the DRC Contingency document for use by the bank in controlling the cut-over to a DRC site.
- Confidence and knowledge to support the completion of planning to cope with a Disaster Recovery situation.

## Delegate Audience

**Bank Operations Staff:** Responsible for Sparrow system, operator supervision, hardware errors, ATM availability/service levels, auditing, etc.

**Bank I.T. Staff:** Procedures; disaster recovery, CR2 reporting procedures.

## Pre-requisites

- Operational knowledge of Sparrow and attached systems.

## Course Outline

- Introduction: Introduction of instructor/delegates, course objectives and general timetable of course.
- Sparrow System Review: Interactive session to develop schematic showing components of the bank's Sparrow system and its normal daily processes.
- Discussion of extra procedures for system support, hardware/software updates, available and planned backup resources.
- Working through the generic Sparrow DR-Contingency document; identifying new staff roles, documenting existing hardware/software/procedures/escalation procedures/staff responsibilities and planning additions for any bank-specific additions or new requirements.
- Overview of how to use the knowledge gained, and documentation produced, to liaise with any external partner (supplying specialised DRC hardware/comms systems, etc.) that the bank may work with.
- Ensure that the Sparrow DR Contingency document is referenced/contained within any overall Disaster Recovery documentation/planning for the bank.

## Course Review

### Action Plans and Course Evaluation.

## Suggested Follow-on Courses

- Review of bank's Sparrow DR Contingency document, when completed, with CR2 Customer Services.
- Scheduling of first DRC cut-over test with CR2 Professional Services (for on-site monitoring and assistance).