



*Innovative Software Solutions, Inc.*

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## The ISSI Disaster Contingency Program (ISSi-DCP)

The ISSI Disaster Contingency Program (“ISSi-DCP”) ensures that a current replica of your ISSI Benefit Administration System is always accessible and restorable from a secure off-site location in the event that your office or ISSI server ever became unusable. Five nights a week, your complete ISSI system, including data, menus, and programs, is backed up over a secure broadband internet connection.

ISSi-DCP allows for continued access to critical programs and data in an emergency, enabling staff to perform necessary business functions. This comprehensive program eliminates the need for a spare system to meet disaster planning requirements and covers labors costs associated with restoring and installing a replacement system. Essentially, ISSI serves as a Hot Site for your ISSI Benefit Administration System.

## ISSI Broadband Backup Verification Program (ISSi-Backup) – Included with ISSi-DCP

The ISSI Broadband Backup Verification Program (ISSi-Backup) enables broadband (Internet/VPN) data backup protection for your critical database(s), significantly reducing the Fund’s exposure to losing data in the event of a disaster, essentially eliminating any involvement/work on the part of your staff, eliminating the potential for tapes to be lost in transit, and improving the efficiency and security of the entire backup process.

With ISSi-Backup:

- ISSI retrieves your data five nights per week via a secure broadband internet connection
- Data transmission is fully encrypted for security
- Data retrieval is controlled by ISSI and occurs during off-hours
- Data is verified to be restorable on a weekly/monthly basis.
- You will receive email verification that your data was retrieved successfully



## ISSI Broadband Backup Verification Program (ISSi-Backup) Process

The ISSI Broadband Backup Verification Program (ISSi-Backup) enables broadband internet data backup protection for the Fund's critical database(s), significantly reducing the Fund's exposure to data loss.

Each weeknight, a compressed and encrypted backup of the Client's ISSI server's dataset is sent via secure transmission over the internet to offsite, redundant servers located in San Diego, California and Denver, Colorado. Each week, a Saturday backup is converted to a week's end ("WeekN") backup and the dailies are overwritten. ISSI retains a rolling fifty-two (52) weeks of the Fund's WeekN backup data. At least once a week, backups are manually verified for completeness and restorability by an ISSI technician, and a verification email is sent to the Client.

If files need to be restored from a backup, ISSI can retrieve the files and restore them to a temporary directory on the Client's server until they can be put in place by an ISSI technician. In the event of a crash where the Client's server or drives fail, the first line of defense for data restoration is the Client's local backup. Please note: Maintaining online backups does not preclude the need for daily backups to tape or local storage device.

However, assuming the Client's server hardware is operational, and if no reliable tape backup is available, ISSI will download and restore the Client's most recent broadband backup to the Client's server within four (4) business hours, depending on the extent of the crash and bandwidth limitations. ISSI will coordinate with the hardware manufacturer to bring the server back to a base configuration, if needed.

For more information on ISSi-DCP, please contact Andrew Devine at (856) 910-9190 ext. 429 or [ADevine@ISSIsystems.com](mailto:ADevine@ISSIsystems.com).