Sandata Agency Management (SAM)

2023 Disaster Recovery Testing Summary

Sandata

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Purpose

The following summary is objective evidence of recovering the Sandata Agency Management (SAM) application during the 2023 Disaster Recovery (DR) testing.

Overview

Data is stored and actively maintained via replication at Sandata's DR site. Specific application environments, physical and virtual, are maintained in a state of 'warm' readiness to support the business recovery time objectives and are available twenty-four by seven (24/7).

Testing Summary & Results

The 2023 Disaster Recovery testing was completed on June 26, 2023.

The primary objectives were three-fold:

- Technically recover systems and applications within the RPO & RTO
- Operationally test all restored systems and applications
- Complete testing and return systems back to original state

All objectives were successful. All critical systems identified as part of this DR Test were successfully recovered and restored at the remote Sandata Disaster Recovery site.

Lessons Learned

The Database replication configuration needs to be reviewed/adjusted to provide a shorter RPO within the documented time. There was a Database permission issue; that caused a longer RTO.