

# Synthetic Users Business Continuity exercise

## Scenario-Based Simulation

### Objective

To assess the effectiveness of Synthetic Users' Business Continuity Plan in responding to a simulated disruption, focusing on the loss of the primary data center due to a natural disaster.

### Pre-Exercise Preparations

- **Date of Exercise:** [Feb 22rd, 2024]
- **Time:** [2PM GMT]
- **Location:** Virtual (Zoom/Teams) and Lisbon Studio
- **Participants:** BCP Team, IT Department, Customer Service, Human Resources, Communications Team, and Executive Leadership
- **Materials Needed:** BCP document, Communication Plan, Contact Lists, Access to the Emergency Notification System, and Scenario Description Documents

### Exercise Overview

#### 1. Introduction (15 minutes):

- Brief the participants on the exercise objectives, timeline, and expected outcomes.
- Review the scenario and the main challenges it presents.

#### 2. Scenario Briefing (30 minutes):

- **Scenario Description:** A Category 4 hurricane has caused significant damage to the region where Synthetic Users' primary data center is located, leading to its complete shutdown. The disaster has disrupted all operations that rely on this data center, including access to critical client data and SaaS platforms.
- Discuss initial actions to be taken according to the BCP.

#### 3. Response Phase (1 hour):

- Break into teams based on department/function.

- Each team reviews its specific response and recovery procedures outlined in the BCP related to the scenario.
- IT Department initiates the process for switching operations to the disaster recovery site on AWS and assesses data integrity.
- Communications Team drafts initial notifications for internal and external stakeholders.
- Customer Service prepares to handle increased volume of client inquiries.

#### 4. **Recovery Phase** (1 hour):

- Teams outline steps to resume normal operations, including timelines and resource requirements.
- Review the process for data restoration from backups and validation of data integrity.
- Discuss the transition back to the primary data center once it becomes viable again.

#### 5. **Debrief and Evaluation** (45 minutes):

- Each team presents a summary of their actions, challenges faced, and lessons learned.
- Evaluate the overall effectiveness of the BCP in addressing the simulated disruption.
- Identify areas for improvement and update the BCP accordingly.