Date of last update: 18 Jun 2019

IRP (Interactive Resiliency Portal) Help Guide

Release 5.0

IBM Business Resiliency Services

The material in this document will be helpful in making effective use of IBM Business Resiliency Services' Interactive Resiliency Portal (IRP).

1. Table of Contents

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2. Access to IRP

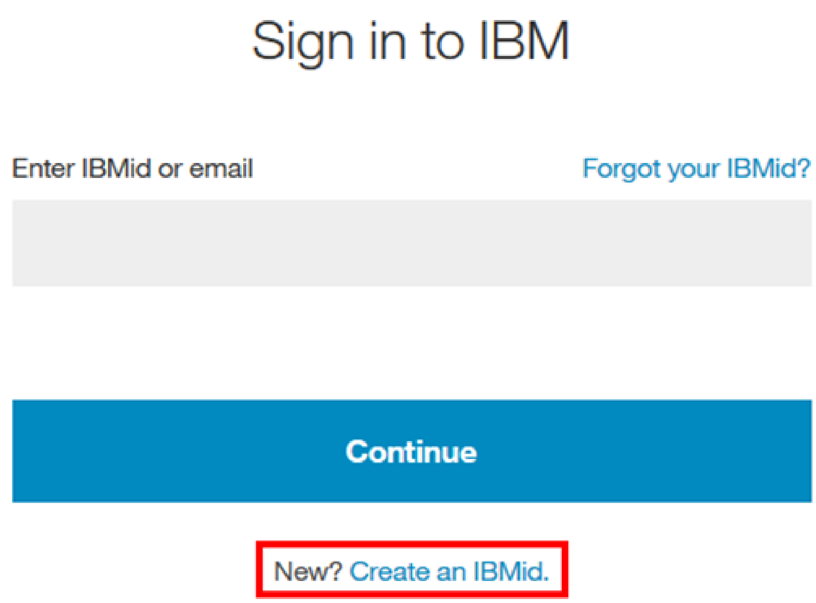
2.1 Prerequisite for IRP access

A user must have an IBM id and be a client of IBM Business Resiliency Services.

2.2 How to obtain an IBM id

If a user has an IBM id, this step is not needed.
If not, then follow these steps. It's preferable to assign your primary work email address to be your IBM id.
Step 1: Go to www.ibm.com and click on the "human icon" and select "Sign in".

Step 2: Select "New? Create an IBMid".



You'll be directed to a screen that will guide you through setting up your IBM id. In the process, you'll receive an e-mail with a confirmation code that you'll need in order to complete creation of the IBM id.

There may be a delay of up to fifteen minutes before you will be able to use your new IBM id.

For assistance with an IBM id, contact the IBM HelpDesk: https://www.ibm.com/account/profile/us?page=reghelpdesk

2.3 Initial client access to IRP

A Client Administrator will be named by the client. The client's IBM Business Resiliency Services' Service Delivery Program Advisor (SDPA) will be provided with the Client Administrator's IBM id and will use it to authorize the Client Administrator's access to IRP. The SDPA can provide the Client Administrator with three levels of access:

1. Client Administrator - This role only allows the user to provide, alter, or remove access to IRP.
2. Client Admin/Coordinator - This role allows the user to operate as both the Client Administrator role and the Client Coordinator role, which is needed to coordinate

worksheets and setup documents with IBM Business Resiliency Services.

3. Client Admin/Coordinator/Tech - This role allows the user to operate as:
    - the Client Administrator role
    - the Client Coordinator role, which is needed to coordinate worksheets and setup documents with IBM Business Resiliency Services and
    - the Client Admin/Coordinator/Tech role, which is useful when a user needs to play a technical role along with performing function of Client Administrator and Client Coordinator

IMPORTANT: The Client Administrator role is very important, so there should always be a backup, which is the first assignment the Client Administrator should make. If the Client Administrator was not initially assigned as Client Admin/Coordinator or Client Admin/Coordinator/Tech, the Client Administrator should next assign a Client Coordinator, as that role is required to work with IBM Business Resiliency Services.

2.4 Link to IRP

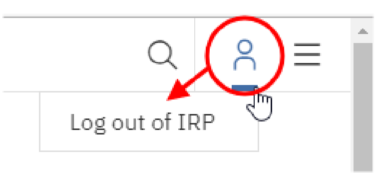
Once the Client Administrator access is set up by the SDPA, IRP can be accessed using the IBM id via this url:

https://www.ibm.com/services/us-en/it-services/business-continuity/resiliency-portal

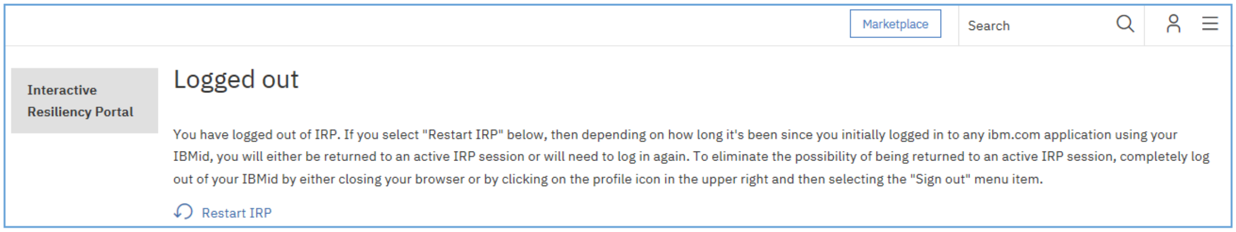
IMPORTANT: Copy this url into your browser and execute to get to the IRP signon screen. Do NOT bookmark it yet. Only bookmark the url obtained AFTER signing on. Bookmarking before signing on will present an error message when you subsequently try to log on.

3. Hints and tips

1. IRP is a single sign-on application. The session is closed when the browser is closed; not just a tab in the browser, but the entire browser. The other way to log out may require two steps. First, in the upper right of the screen, click on the person icon and then click on the "log out".



Then you'll be presented with this screen which may require a second "sign out".



2. Navigation

    a. The browser back arrow has been disabled. When you are nested in function, near the top of the screen you'll see a rectangle with a left arrow that will take you back a level. It looks like this:

    b. From wherever you are in IRP, the navigational area on the left side of the screen offers movement to any of the main functions

    c. From the Dashboard, you can use the portlets to access subsets of a function

    d. As you nest into a function, you'll see "bread crumbs" at the top of the screen. It shows the screens you went through to get where you are. Click on any one of them and it will take you back to that point. It looks like this:

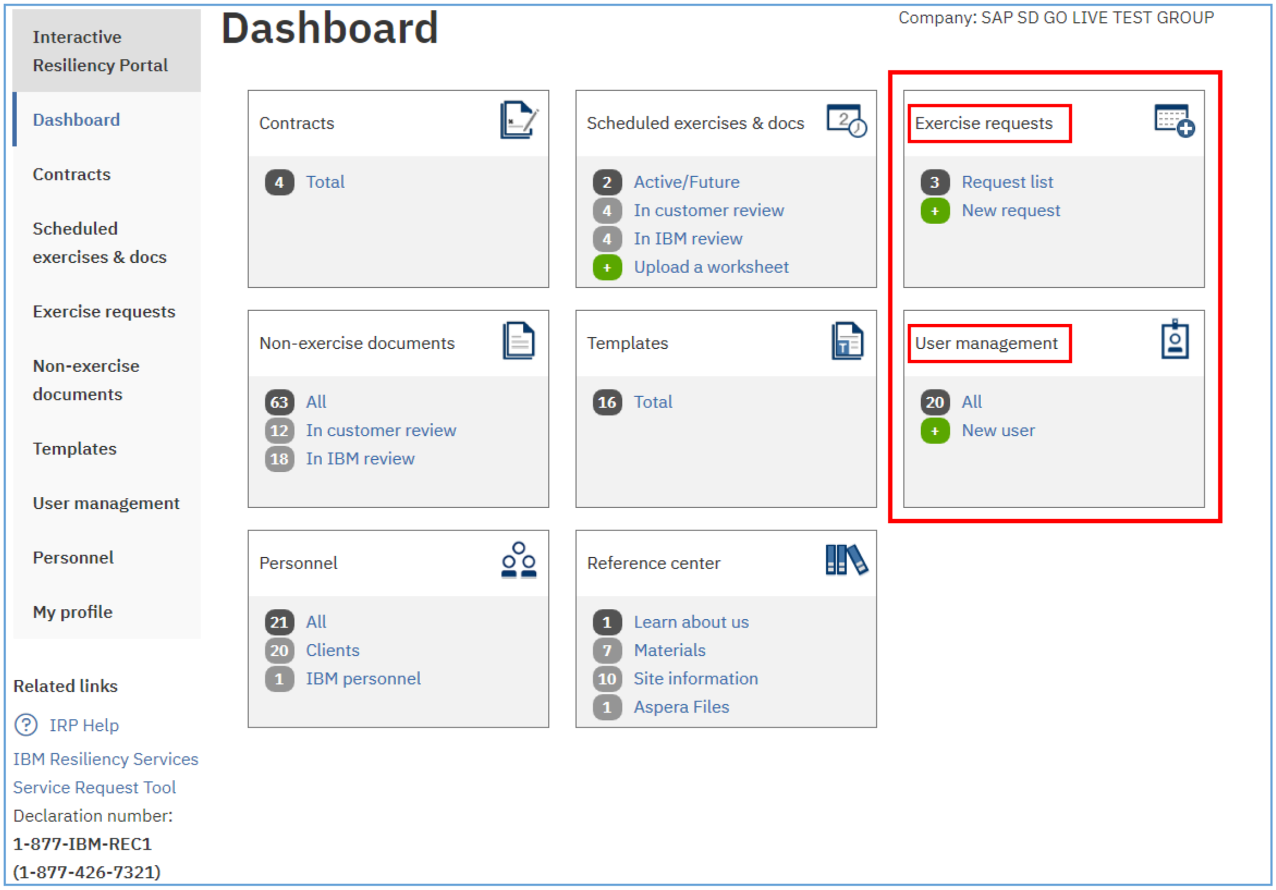
3. Searching and Sorting

    a. See the "Contracts" section for information as to how this works. Searching and Sorting works the same in all parts of IRP.

4. Dashboard

The Dashboard is composed of a navigational area on the left, which is always available for fast path access to IRP functions, and portlets that can be used to directly access subsets of information related to each function. All IRP users have access to six portlets ("Contracts", "Scheduled exercises & docs", "Non-exercise documents", "Templates", "Personnel", and "Reference center").

- **The "User management" portlet is only available to a user with Client Administrator, Client Admin/Coordinator, or Client Admin/Coordinator/Tech roles.**
- **The "Exercise request" portlet is only available to a user with Client Coordinator, Client Admin/Coordinator, or Client Admin/Coordinator/Tech roles.**



5. User management

(control of client access to IRP)

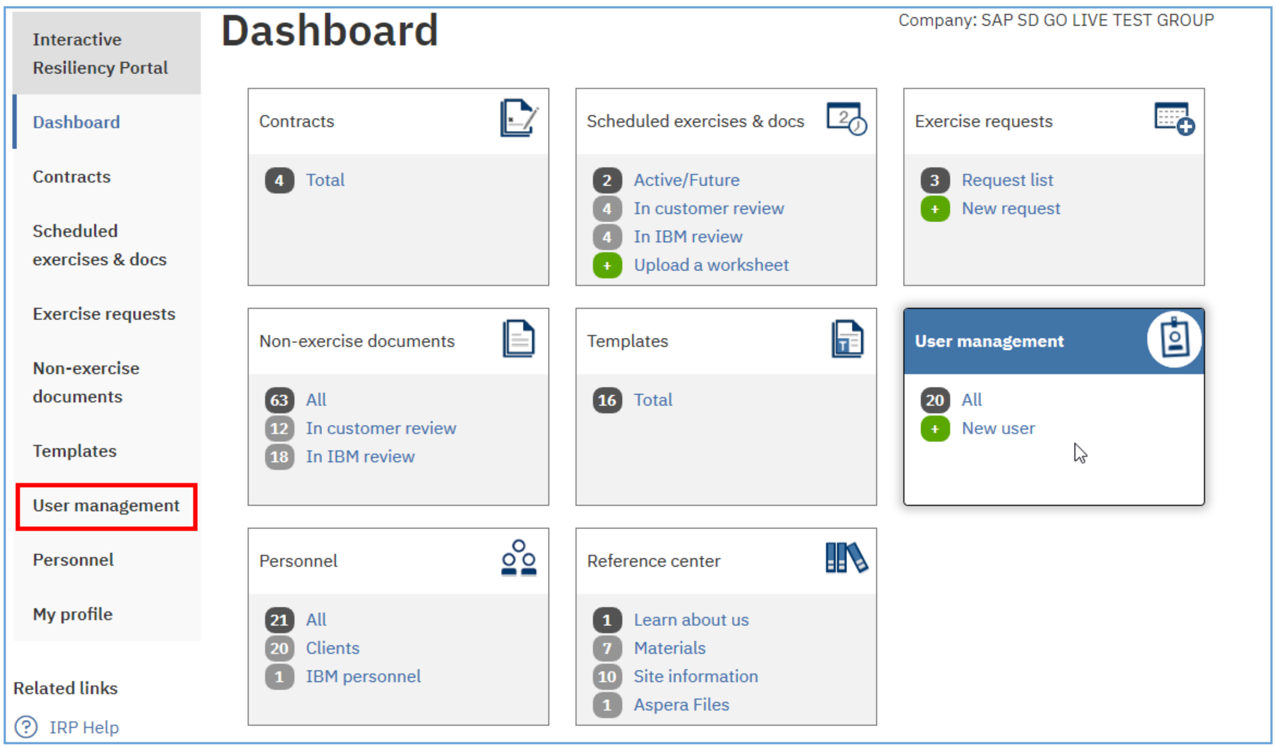
Only users with the Client Administrator, Client Admin/Coordinator, or Client Admin/Coordinator/Tech roles may add, modify, or delete access to IRP for other clients. Clients are provided with different roles dependent upon the type of access needed.

The roles are:

1. Client Administrator - This role only allows the user to add, modify, or remove access to IRP.
2. Client Admin/Coordinator - This role allows the user to play both the Client Administrator role and the Client Coordinator role, which is needed to manage/approve worksheets and setup documents with IBM Business Resiliency Services.
3. Client Admin/Coordinator/Tech – This role allows the user to play the Client Administrator role, the Client Coordinator role, and the Client Tech role.

4. Client Coordinator - This role allows the user to manage/approve worksheets and setup documents with IBM Business Resiliency Services.
5. Client Tech - This role can receive notifications about setup documents.
6. Client Display - This role has "read only" access to IRP.
7. Client Non IRP User - The role can have contact information stored for reference, but does not have access to IRP.

"User management" is accessed from the Dashboard or the navigational area by authorized personnel as noted above. Here is an example:

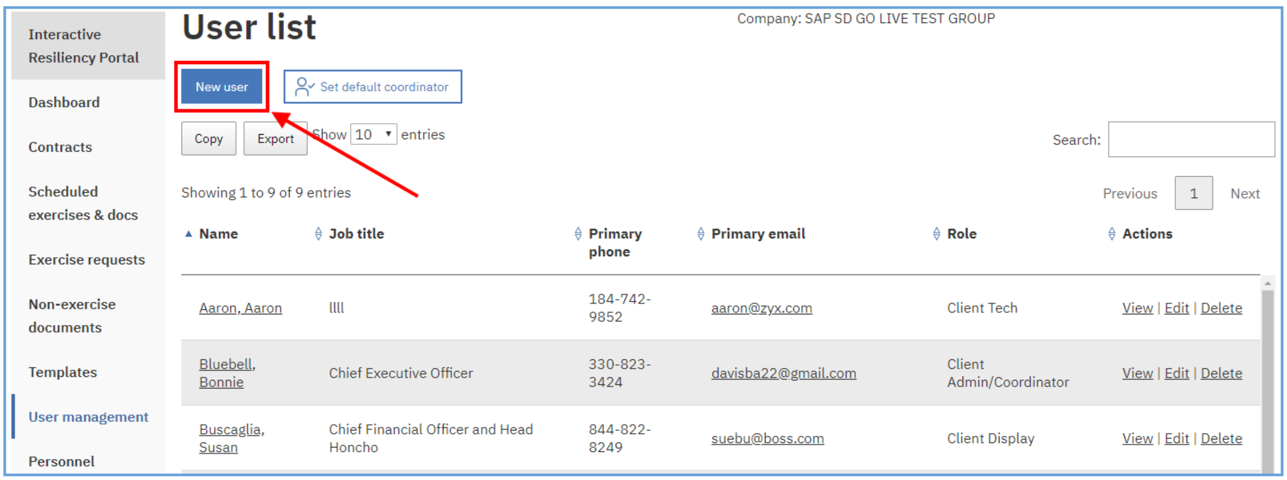


5.1 View a user

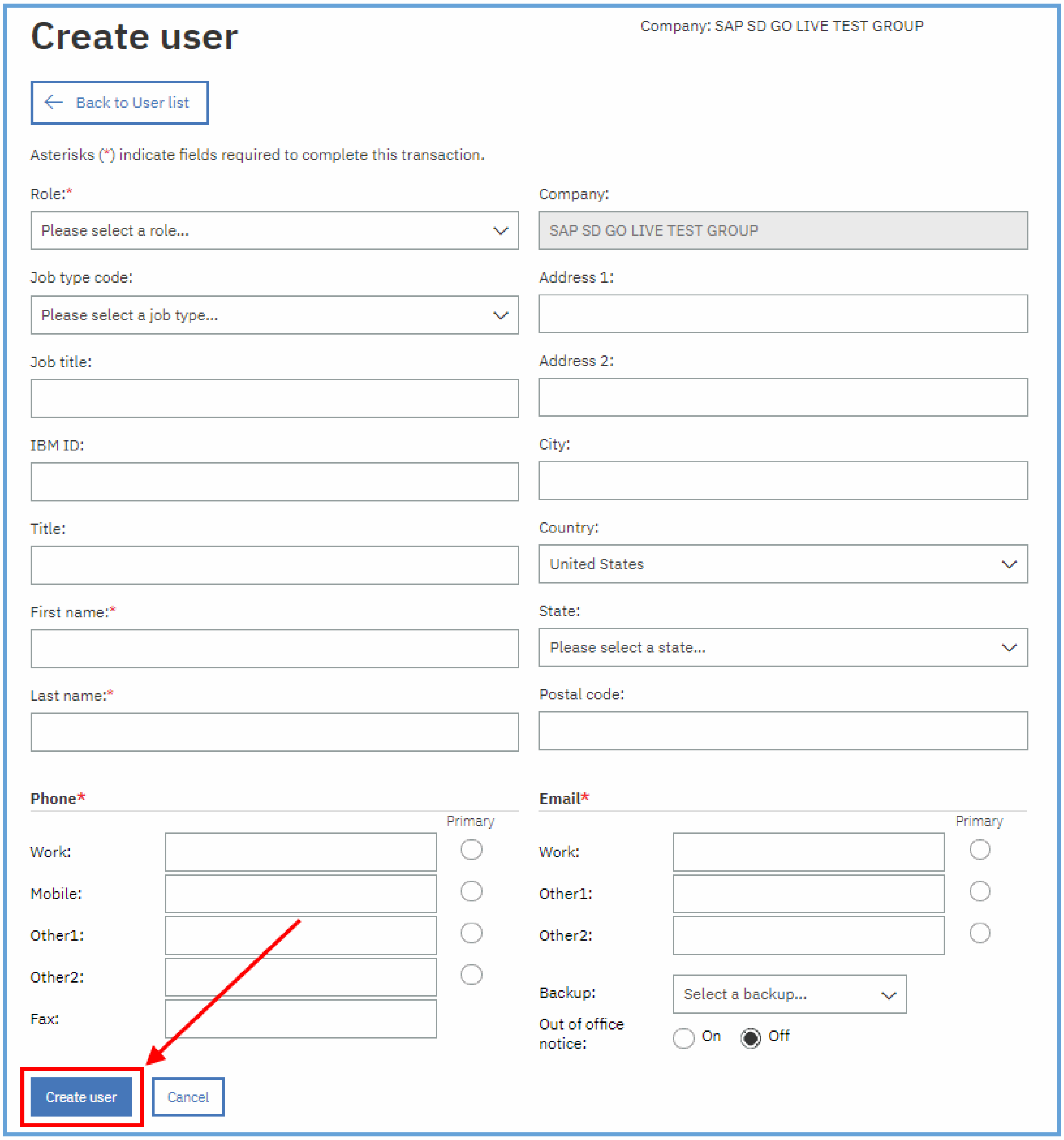
This can be done by any user from the "Personnel" portlet. It is also available as part of "User management" but for authorized users only. Here is how it would be done from "User management":

5.2 Add a user

To add a user to IRP, enter "User management" either from the portlet or the navigational area and click on "New user".



You'll be prompted for information. When finished, hit the "Create user" button. **IMPORTANT: If the "IBM id" field is not completed, the user will not have access to IRP.** This may be OK if you only want to display their contact information, for use by other users, in the "Personnel" information. If so, add that person with an IRP role of "Client non-IRP user".



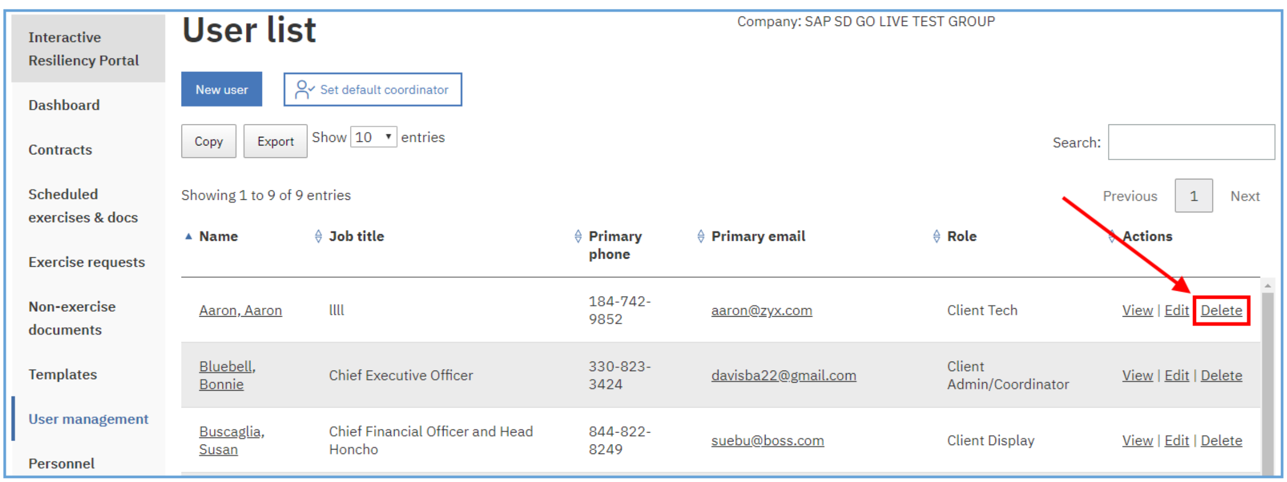
5.3 Modify a user

To modify a user's record, enter "User management" either from the portlet or the navigational area and click on the "Edit" option. When editing is complete, select the "Update" button.

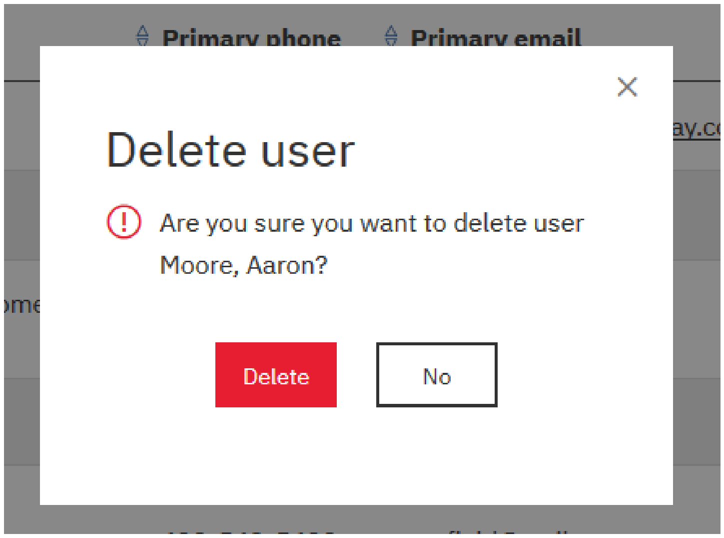
5.4 Delete a user

WARNING: Proceed with caution before deleting a record. Some client records may also be used in IBM Business Resiliency Services systems in certain situations. If you try to delete one of those records, you'll be presented with a warning message. You should contact your SDPA before proceeding as they will be able to ensure the user record is removed from the location(s) where it is being used.

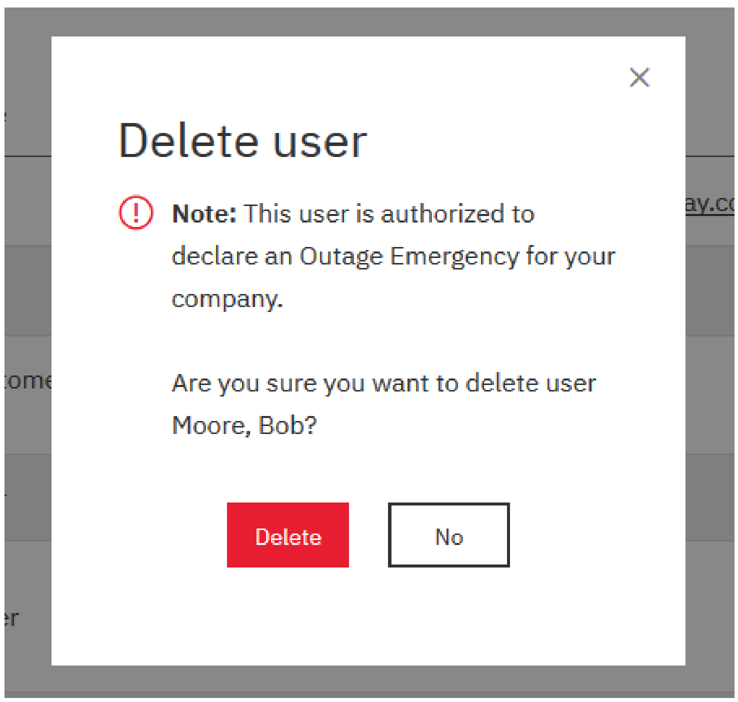
To delete a user's record, enter "User management" either from the portlet or the navigational area and click on the "Delete" option.



You'll be presented with a message requesting confirmation of the delete request.



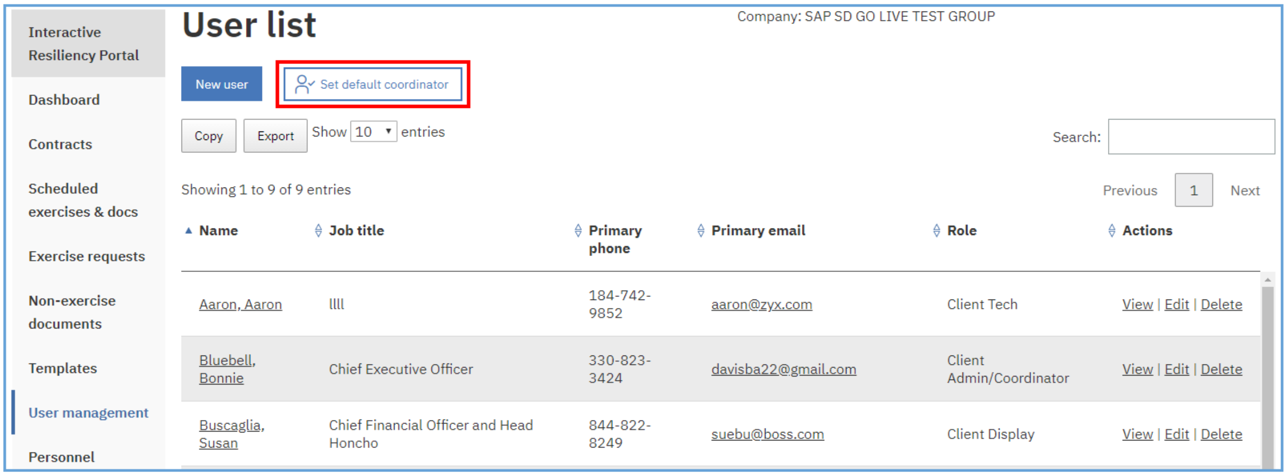
By selecting "Delete", the record will be deleted. If a user is defined to IBM Business Resiliency Services as "authorized to declare", an additional warning will be displayed. The following example shows this situation.



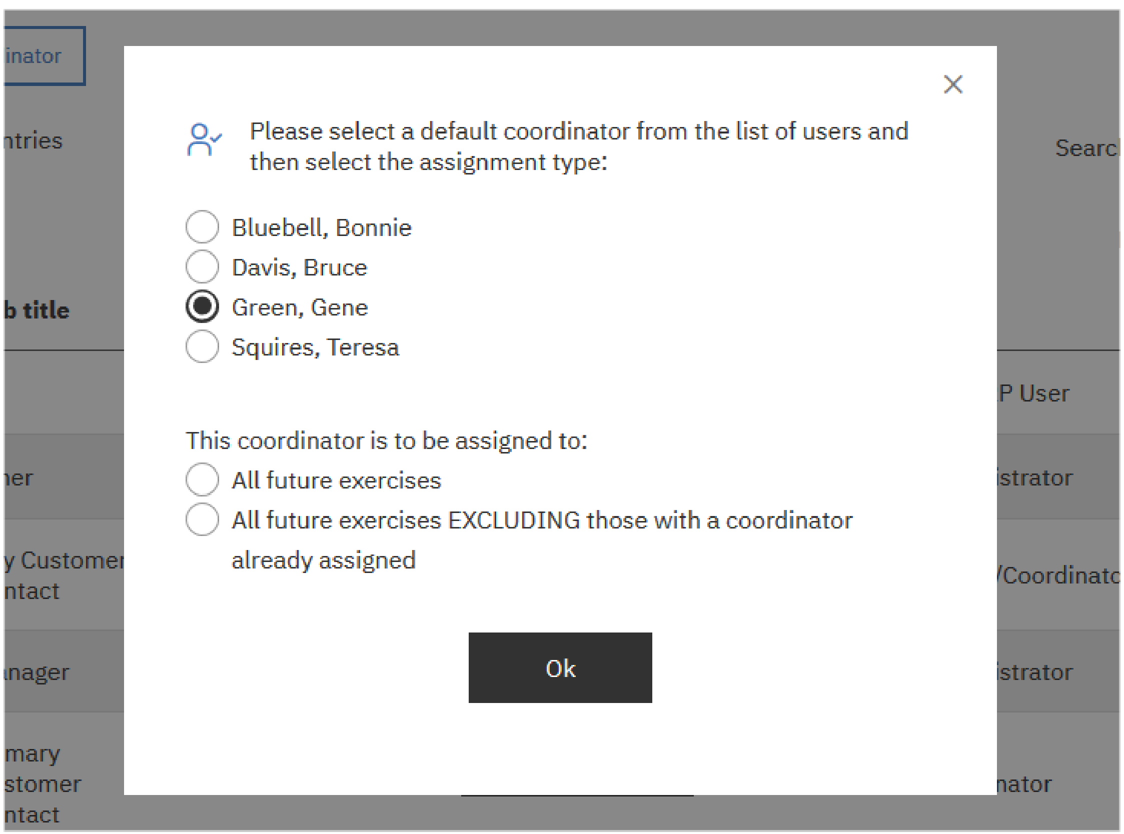
5.5 Define a "default" Client Coordinator

A "default" Client Coordinator can optionally be created to pre-populate a Client Coordinator to a "Team" for future exercises. Importance of the Coordinator role is that it is used by IRP to route notifications from IBM about documents that are ready for client review. Identifying a "default coordinator" will save time as it will be automatically applied to all future Scheduled Exercises. **Identification of the "default coordinator" is performed from the "User Management" function, which is available only to clients with an IRP Administrative role.** After opening the "User Management" portlet, or by selecting

"User Management" from the navigational area, you'll see a "Set Default Coordinator" button. Click on that button, select a coordinator, and click on OK.

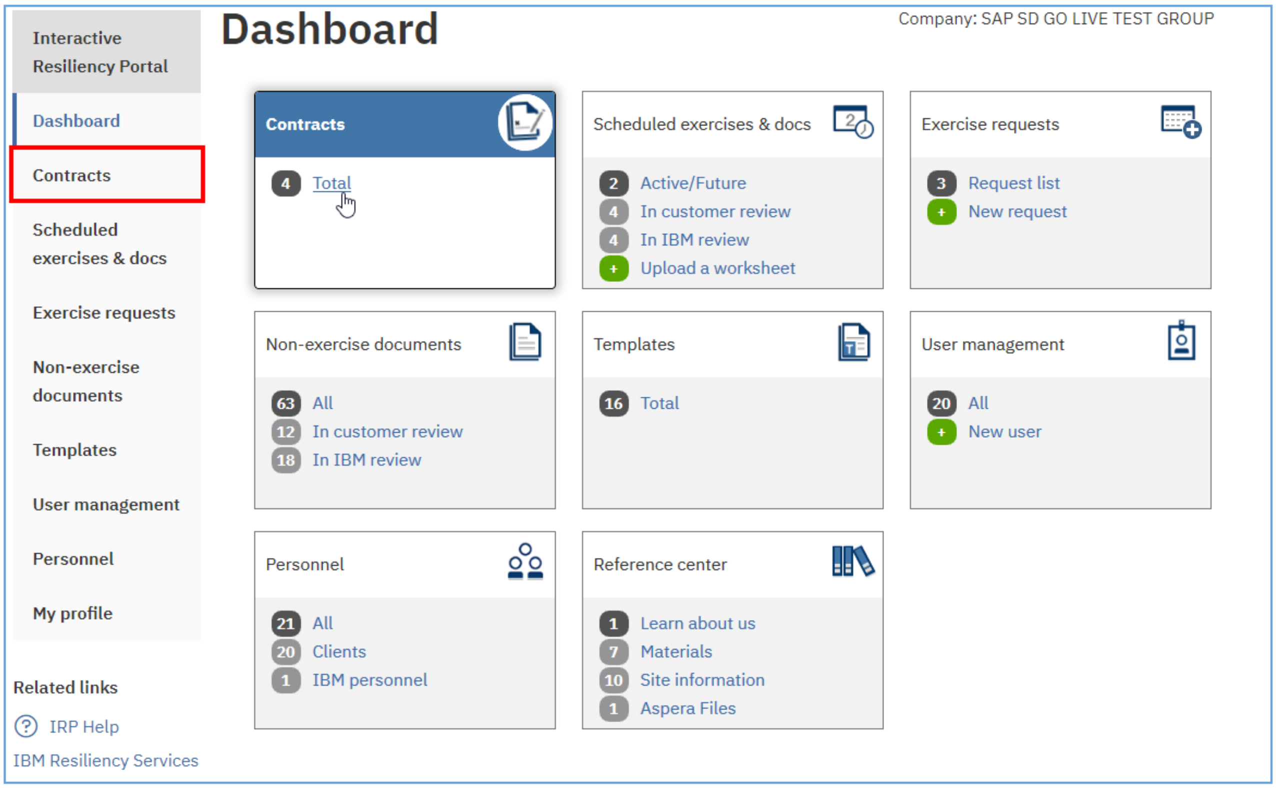


Clicking on "Set default coordinator" results in this window where the default Client Coordinator can be selected. Choose whether the Client Coordinator will be automatically assigned to the "Team" for all future exercises, or only future exercises with no coordinator assignment. This process removes an extra step for the client and, provides IRP a direct contact for notifications of setup documents needing review.

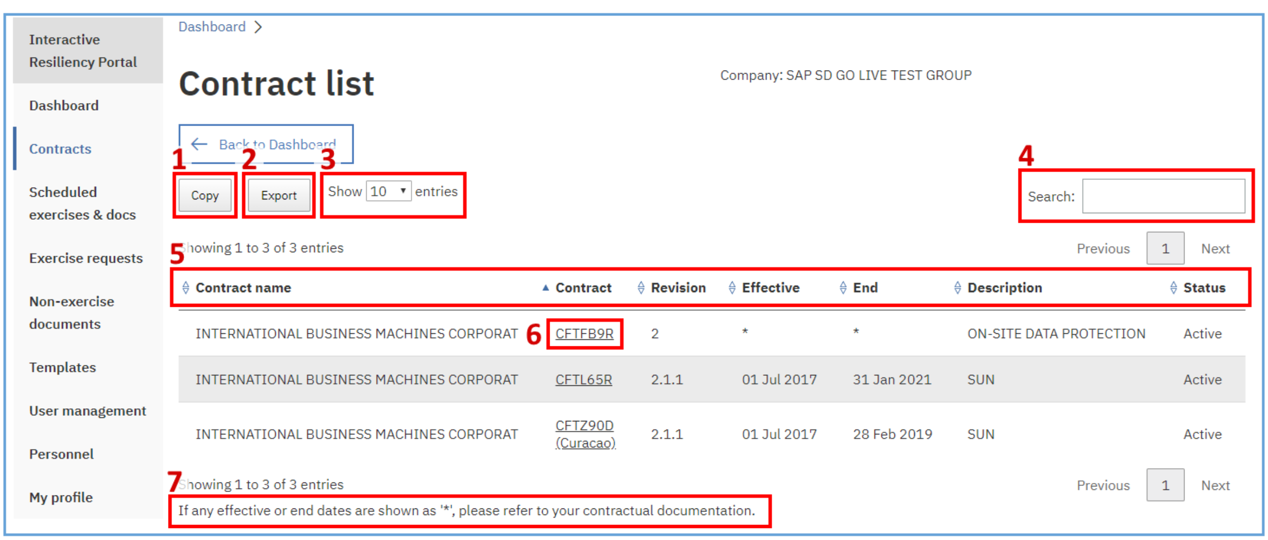


6. Contracts

A user can view much of their contract information from IRP. From the Dashboard, it is available either through the portlet or the navigational area.



In this example, I've clicked within the portlet where it shows number of contracts as "Total (4)" and get this result:



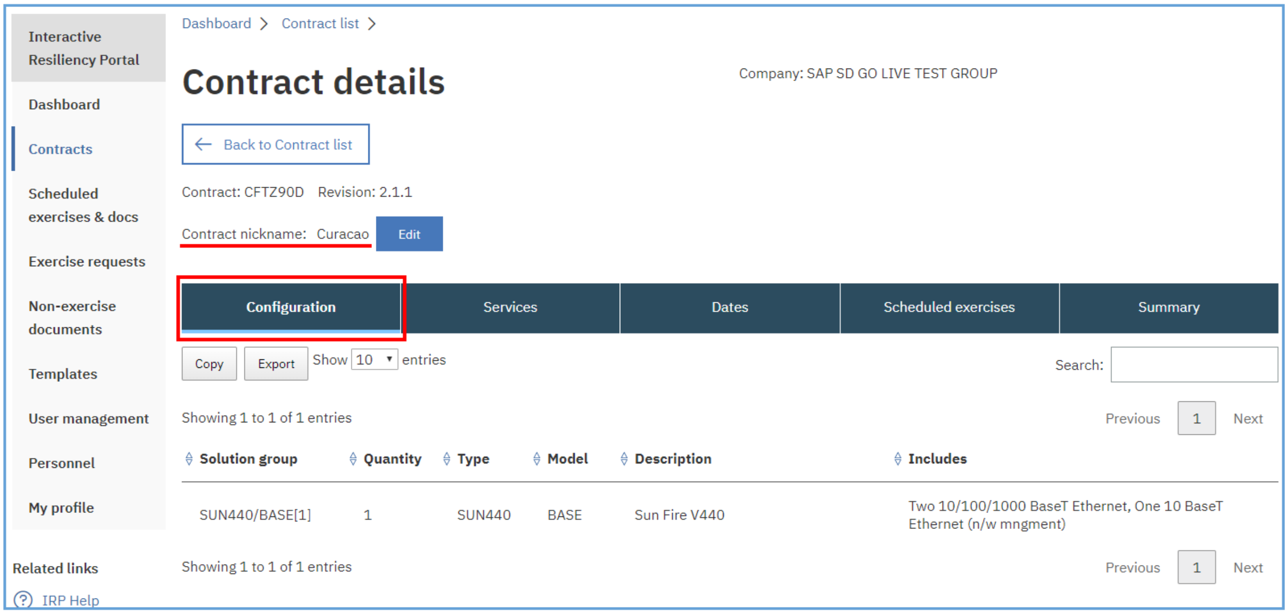
Along with currently active contract revisions, contracts with a revision that goes into effect in the future would also display. This example doesn't have any "future" revisions in it as is shown in the "status" column. Five items are highlighted here:

1. **Copy -** List is copied to the user's clipboard for subsequent pasting elsewhere.
2. **Export -** List can be downloaded by the user.
3. **Show 10 entries -** Using the dropdown allows raising number of contracts on the first screen to be raised to either 25, 50, or 100. This can be used to allow all contracts to be on the first screen. This setting is retained between sessions.
4. **Search -** Use any part of a string and the contract list will be reduced to just those rows that match the string. For example, in the above screen, a search on "orch" would return just one row (where Description is "Orchestration – Managed Services). The search works across multiple screens used to provide the entire list.
5. **Sorting (Column Headers) -** Sorting of a column is performed by clicking on column header or the up/down arrows to their right. As with searching, sorting is performed across all screens used to provide the list.
6. **Contract -** provides a hot link to be opened to show contract details. See below for more on this.
7. **If any effective or end dates are shown as '*', please refer to your contractual documentation -** For some contracts, the date information is not currently available in the system. For those, the user should refer to the original contract provided by IBM Business Resiliency Services sales.

When selecting a contract from the list, there are five tabs of information (Configuration, Services, Dates, Scheduled exercises, and Summary) that will be described in the following subsections.

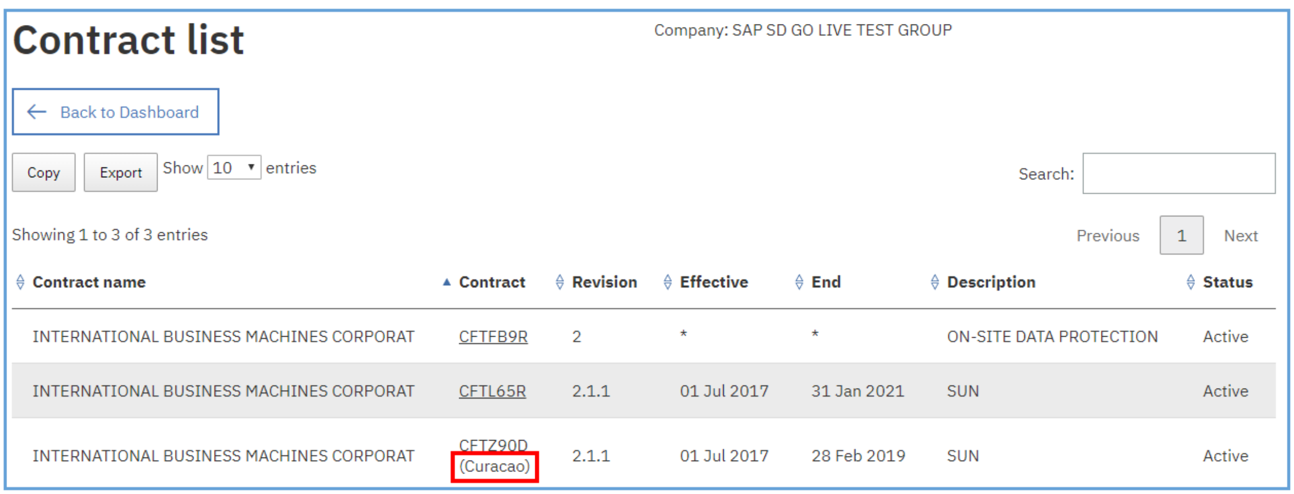
6.1 Configuration

By clicking on the contract number, more contract information becomes visible. This example shows the result of selecting contract CFTZ90D. Search, sort, and "show entries" function the same here as was explained above for the contract list. The default result is the contracted configuration (in this example of contract CFTZ90D, which was selected). Note also the "Nickname" which will be explained in more detail following the image.

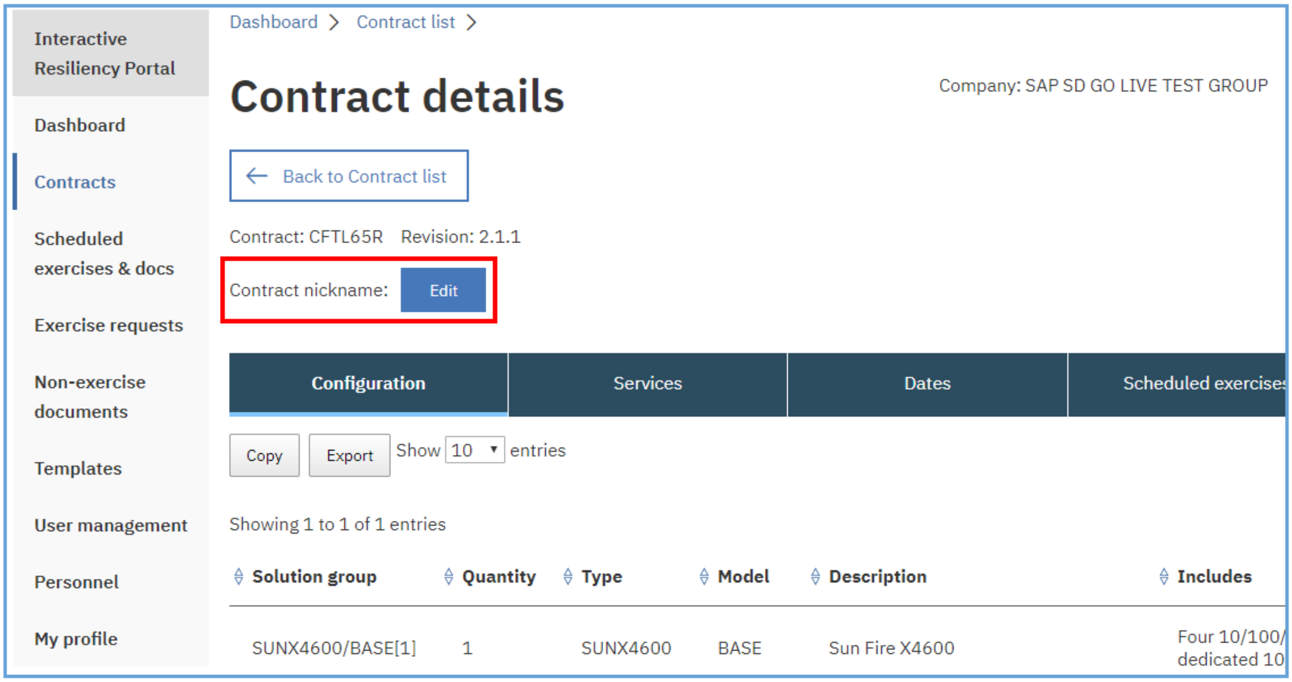


6.1.1 Provision of a "Nickname" for a contract

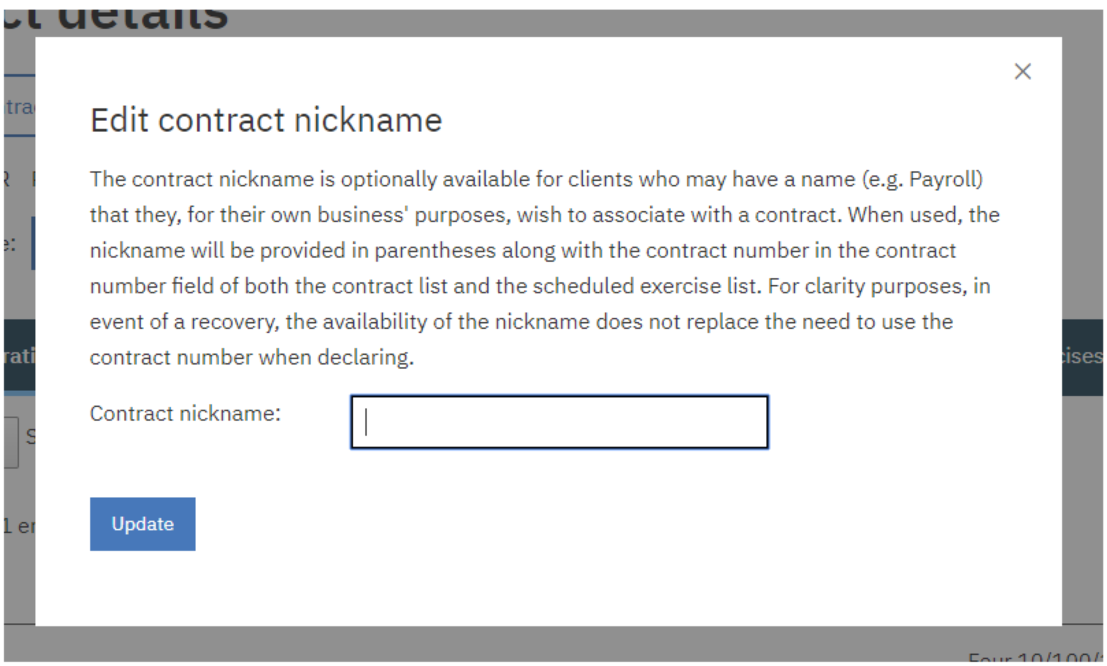
A client with an IRP Administrative or Coordinator role may optionally provide a nickname for any or all contracts in their "Contract" list. Nicknames may help identify the contents or purpose of each contract. Here's an example of a nickname in use for a contract.



As the contract is displayed in different areas of IRP, the nickname will display with the contract number. To assign, or edit, a contract nickname, start by selecting a contract from the list. The user will be taken into the "Contract details" window where a blue EDIT button can be seen next to "Contract nickname".



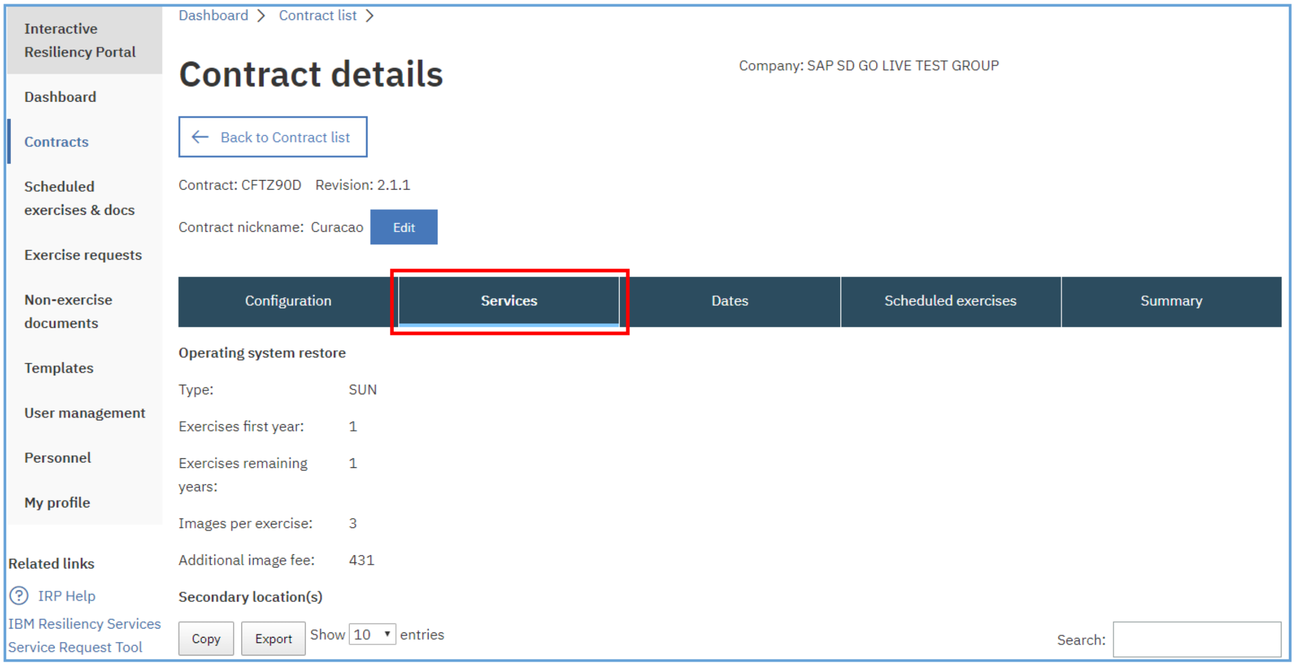
Click on the EDIT button and an "Edit contract nickname" window will appear where the contract nickname can be defined and saved by clicking on the UPDATE button.



When returning to the "Contract" list, the user will see the contract nickname in parentheses next to the contract number as is shown in the "Contract list" image at the beginning of this subsection. The nickname will likewise appear next to the contract number in the list of "Scheduled Exercises".

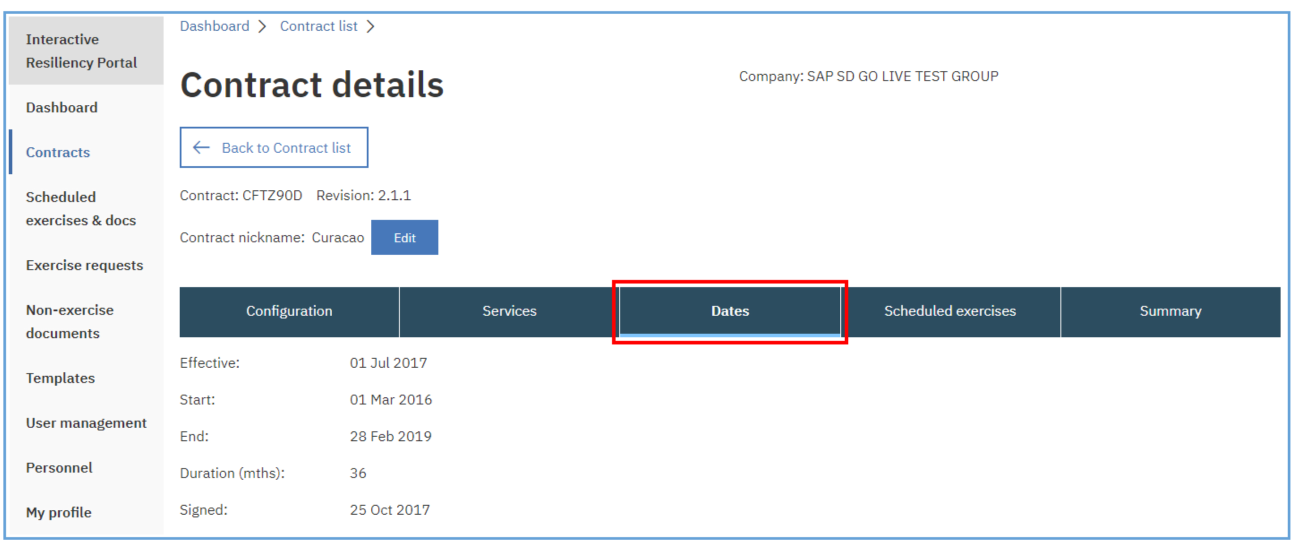
6.2 Services

Shown here is just an example of services that can be displayed. This contract shows Sun operating system restore services.



6.3 Dates

The "Dates" tab shows the effective date of the particular revision of the contract, the start date of the contract (either the first revision or a renewal), the end date of the contract, the duration (months), and the signed date of the revision.

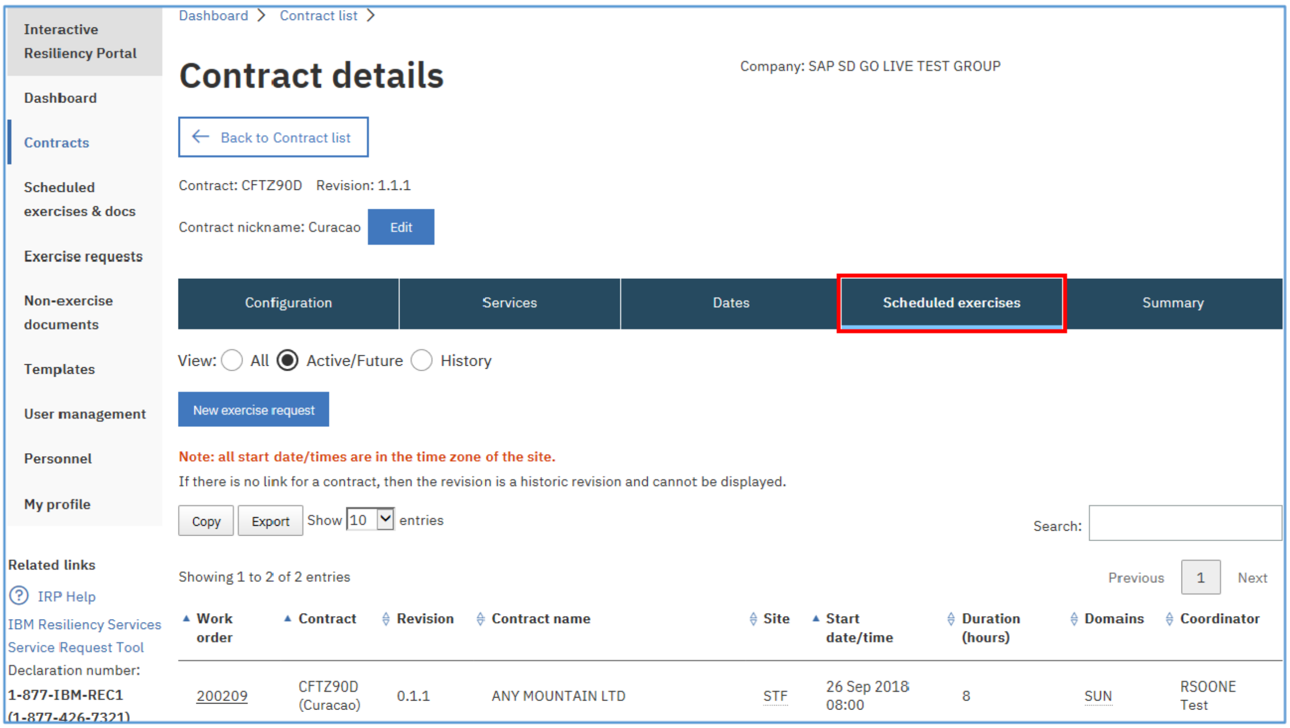


6.4 Scheduled exercises

This information displays all the scheduled uses of the selected contract. For those interested in ALL contracts in "Scheduled exercises", they can go to either the "Scheduled exercises" option in the navigational area or to the "Scheduled exercises" portlet on the Dashboard.

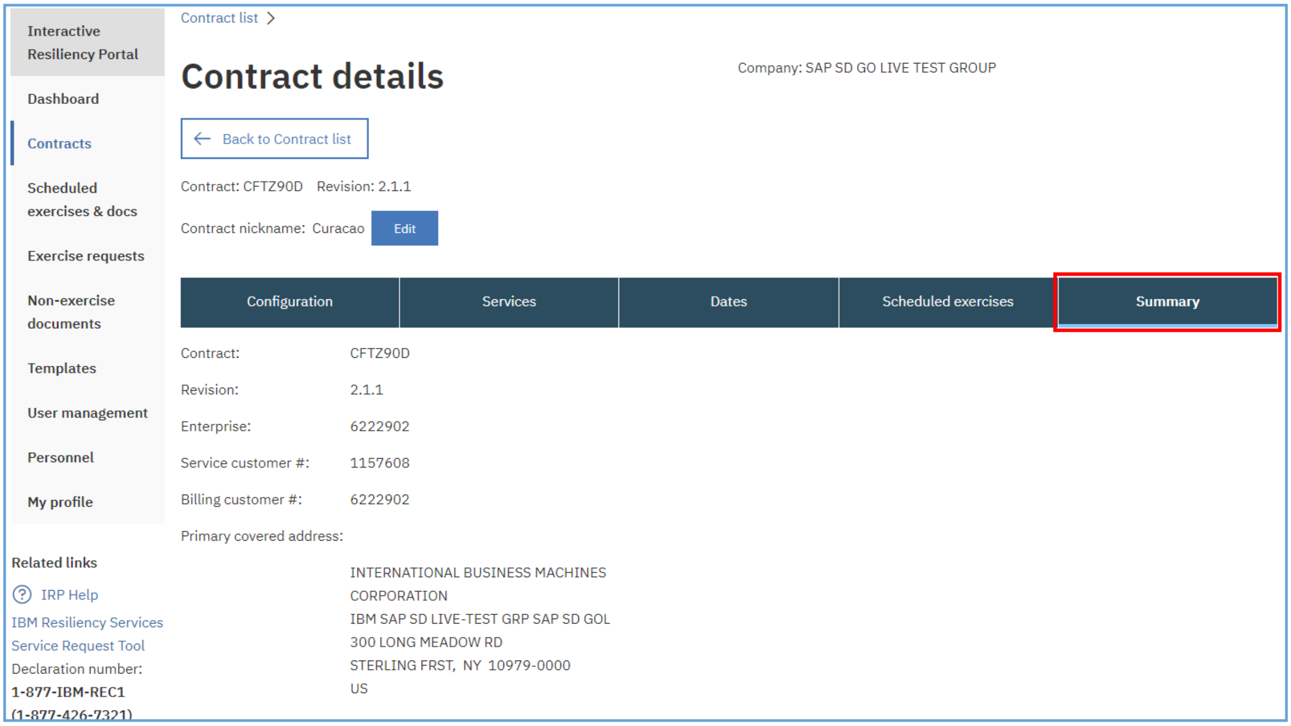
This example shows contract CFTZ90D, revision 0.1.1, being used in work order 200209 starting 9/26/18.

Roll your cursor onto an entry in the "Domain" column to get more information about the domain. Your SDPA will be displayed as the "Coordinator" in the last column.



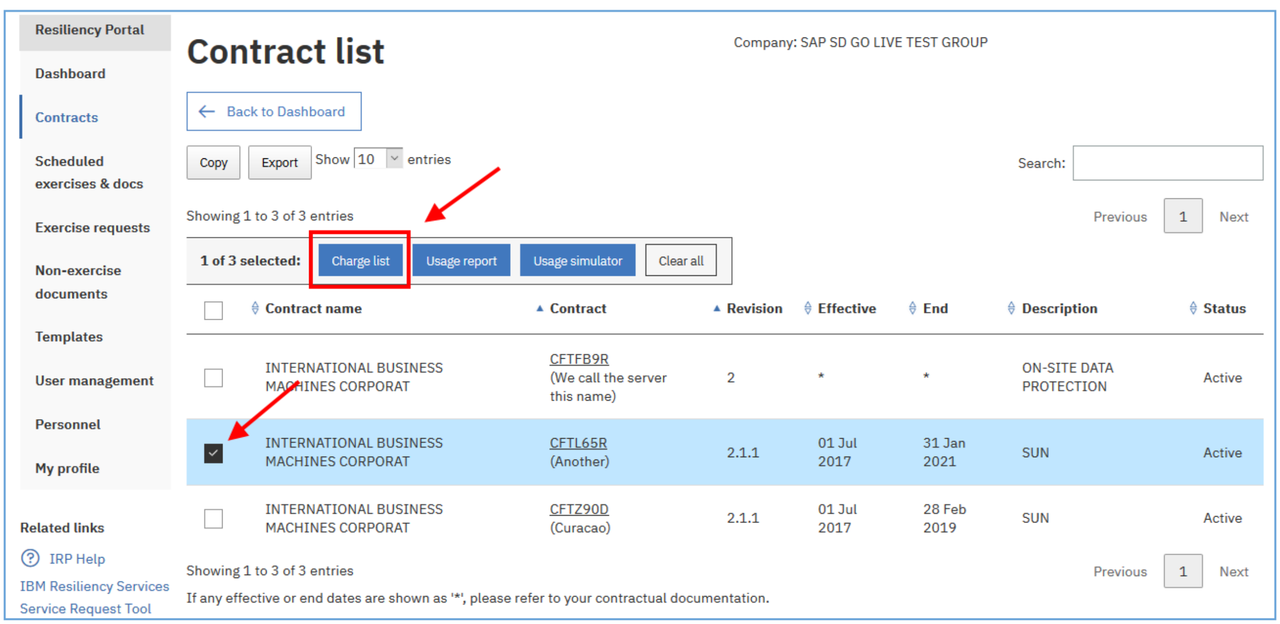
6.5 Summary

The "Summary" tab shows some basic information including the primary covered client location. If there are secondary covered locations, they'd be visible in the "Services" tab.

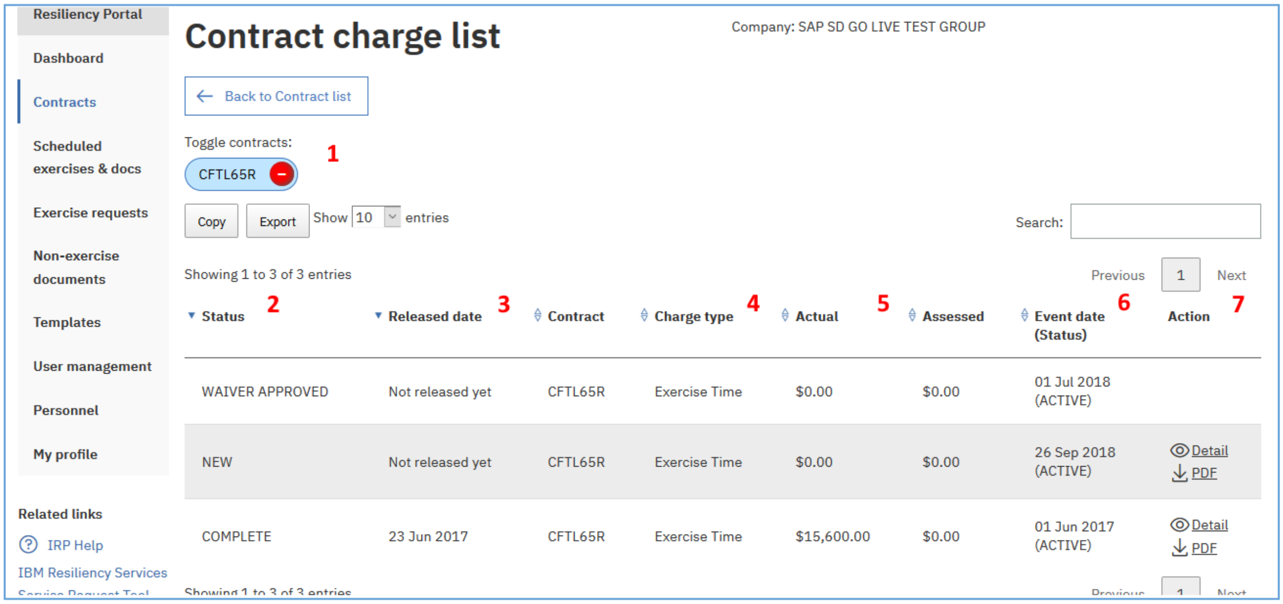


6.6 Charge list report

Users can view current and past charges associated with contracts by selecting one or more contract line items from the contract list. Then from the table selection menu, use the "Charge list" function to view these details.



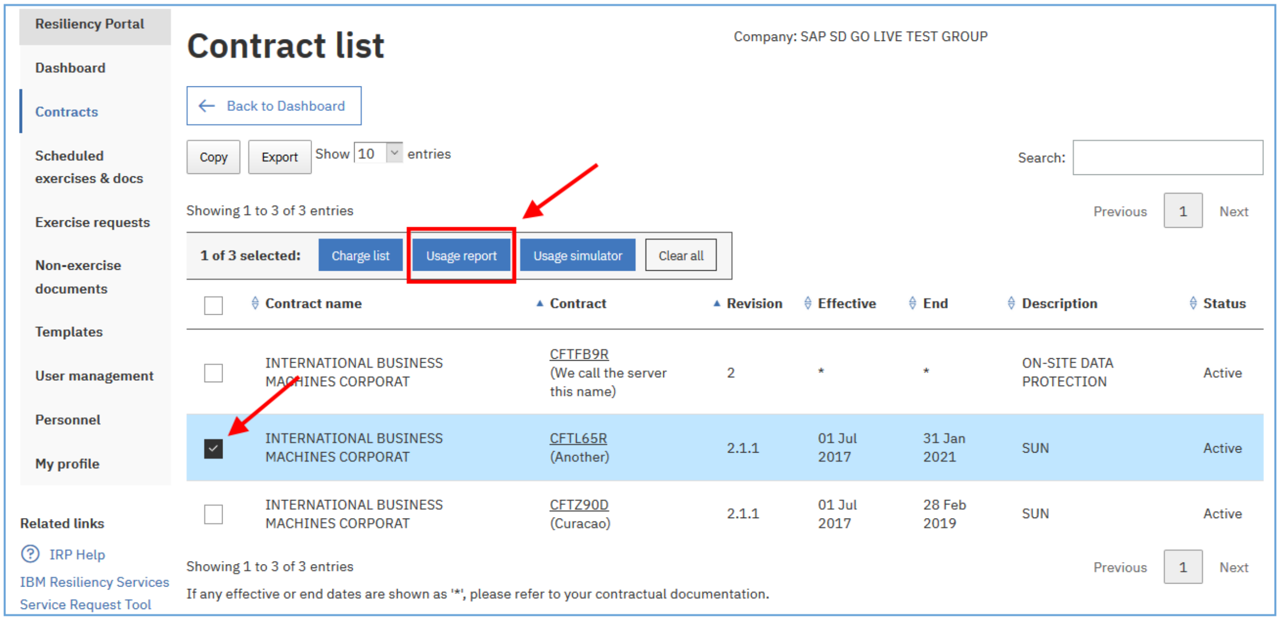
Below is the Charge list view. Seven items are highlighted here:



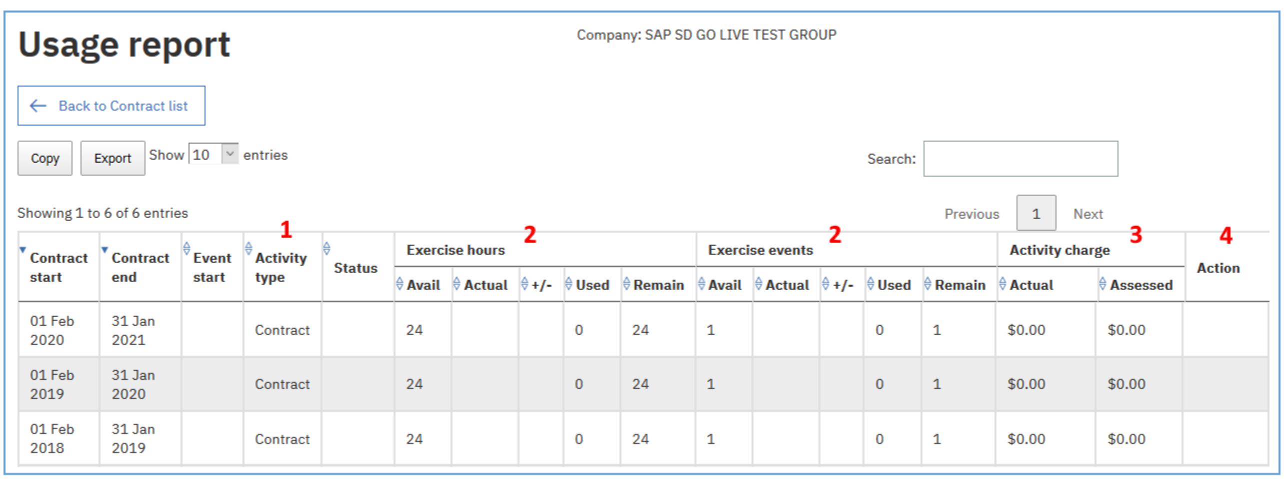
1. **Contract toggle -** If more then one contract was selected for a charge list report, these buttons can be used to toggle (hide/show) row items for specific contracts.
2. **Status -** Status of charges shown. Most charges will have event NEW or COMPLETE. NEW charges have been entered in the system but have not yet been reviewed by the SDPA and released to a client. It is important to note that charges may still be under review and any expected adjustments may not yet have been applied in status NEW. COMPLETE charges have been reviewed and released to the client.
3. **Released date -** Released date shows the date the charge was validated by the SDPA and released to the client. NEW charges will show "Not released yet" in this field.
4. **Charge Type** – Type of charge associated with event. This field can show charges associated with exercise hours or additional services, for example, media management.
5. **Actual and Assessed** – Actual charges shows charges generated for the event without any modification. Assessed charges represents the adjusted charges that will be incurred by the client. This can be important in the case of waived or reduced charges. When a client has tested using hours within their Recovery Exercise Allowance, the charges will show as $0.00.
6. **Event Date** – This is the date the charges were incurred. This is usually the exercise date for the contract.
7. **Action** – Action provides additional information using the detail function and the ability to download the charge statement.

6.7 Usage report

Users can view exercise event and hours usage by selecting a contract in the contract list and using the "Usage report" function from the table selection menu. Note: only one contract can be selected at a time for this function.



Below is the Usage report view. Four items are highlighted here:



Contract start	Contract end	Event start	Activity type	Status	Exercise hours					Exercise events					Activity charge		Action
					Avail	Actual	+/-	Used	Remain	Avail	Actual	+/-	Used	Remain	Actual	Assessed	
01 Feb 2020	31 Jan 2021		Contract		24			0	24	1			0	1	$0.00	$0.00	
01 Feb 2019	31 Jan 2020		Contract		24			0	24	1			0	1	$0.00	$0.00	
01 Feb 2018	31 Jan 2019		Contract		24			0	24	1			0	1	$0.00	$0.00	

1. **Activity type -** Most entries will have Activity type CONTRACT or EXERCISE. CONTRACT shows the hours and events included in the contract in a contract year. This entry can be thought of as the "deposit" of the hours in the client's account. EXERCISE is the hours and events used for a specific exercise. This is the "debit."
2. **Exercise hours and events -** An exercise uses both hours and an event. These fields show the respective values. "Avail" shows the number of exercises or hours included in each contract year. Actual allows for the adjustment of the Avail hours, for example,

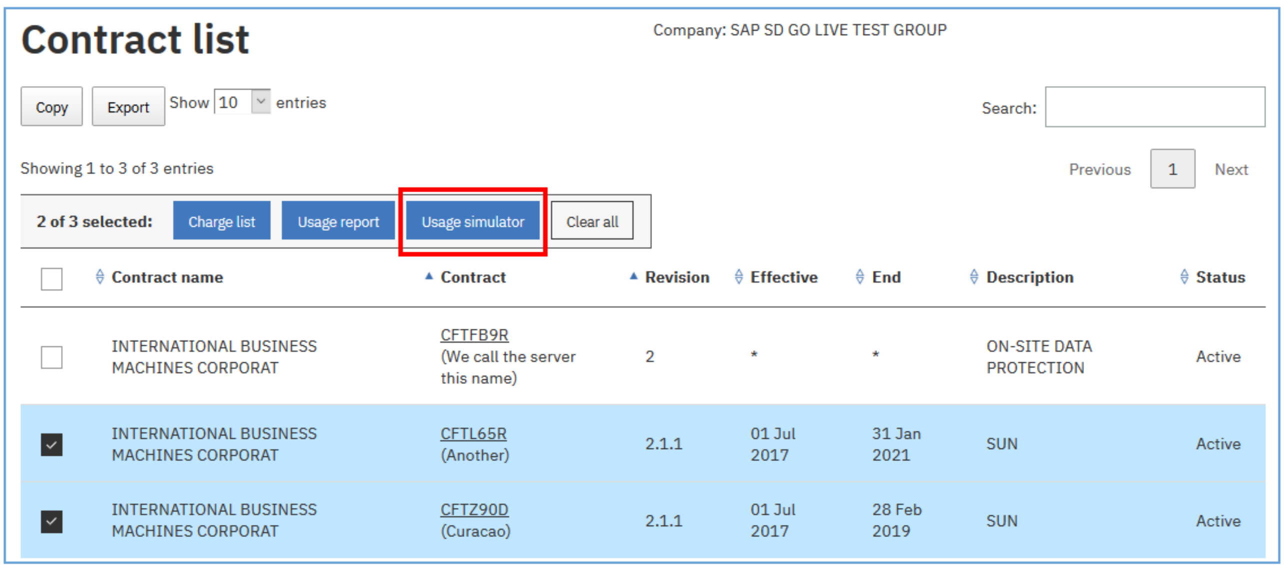
carryover or borrowed hours would result in a change to the Actual value. Used and Remain show the respective totals for the selected contract and contract year.

3. **Activity Charge** – Similar to the charge list, the Actual value shows generated charges without modification. Assessed shows the charge after an adjustment, if applicable.
4. **Action** – Action provides additional information using the detail function and the ability to download the charge statement.

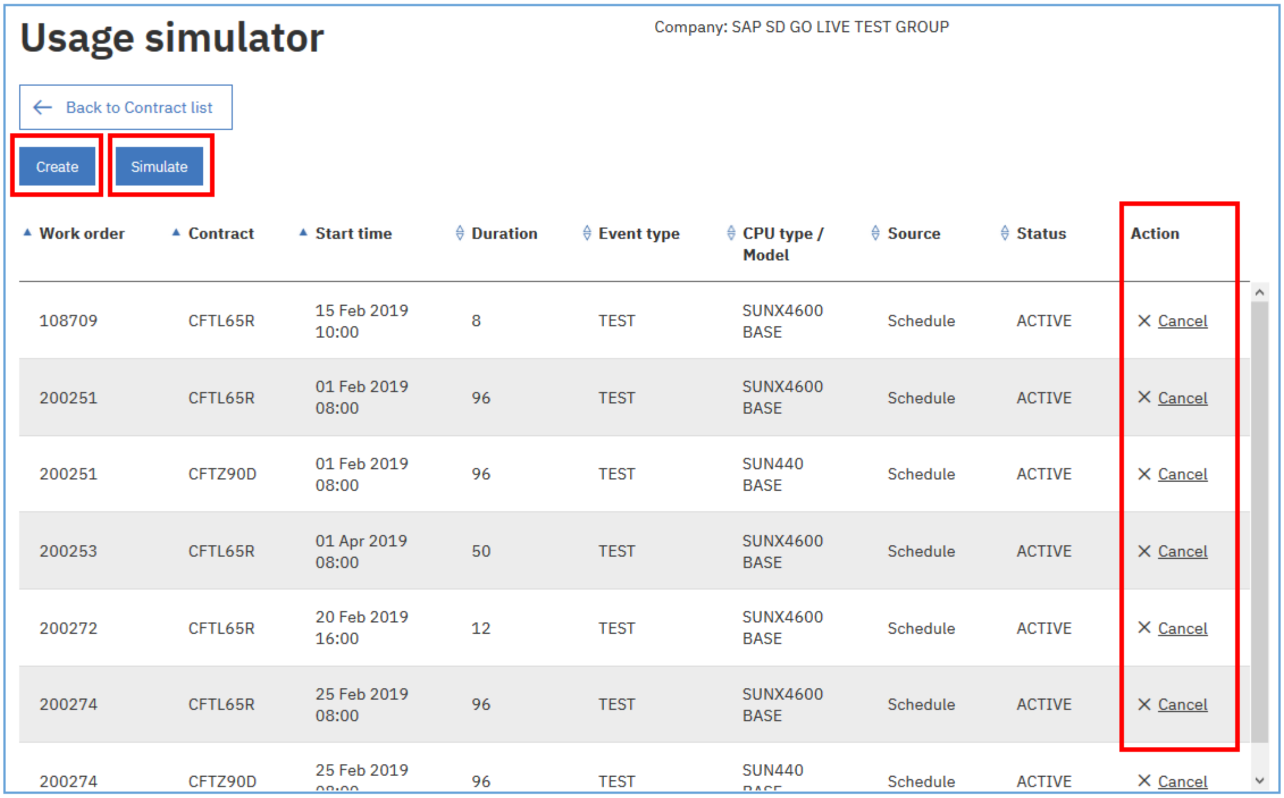
6.8 Usage simulator

Usage Simulator enables a user to view charges that may be potentially generated by scheduling additional events, cancelling events, or modifying existing events. The Usage Simulator is for informational purposes only and any actions taken through the simulator do not affect the user's events or generate charges.

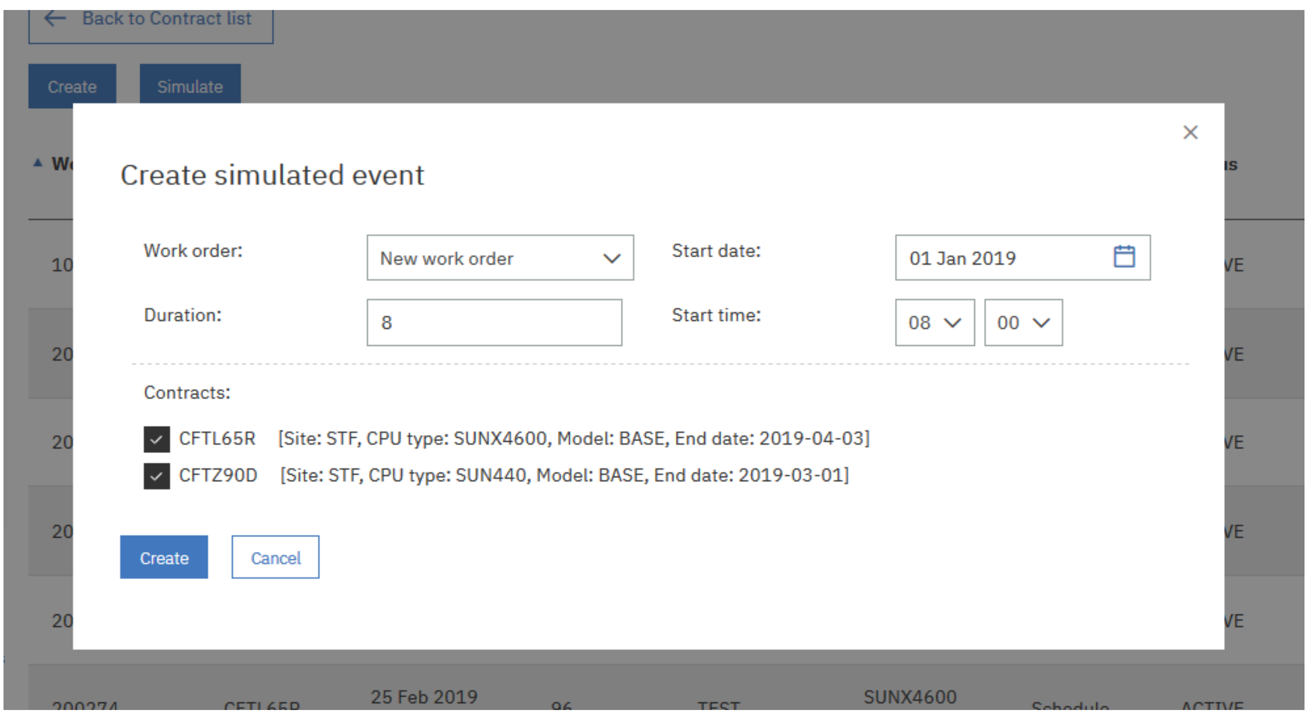
To access the Usage Simulator, select contracts that you wish to include in the simulation from the contract list screen via the contract portal and select the Usage Simulator option.



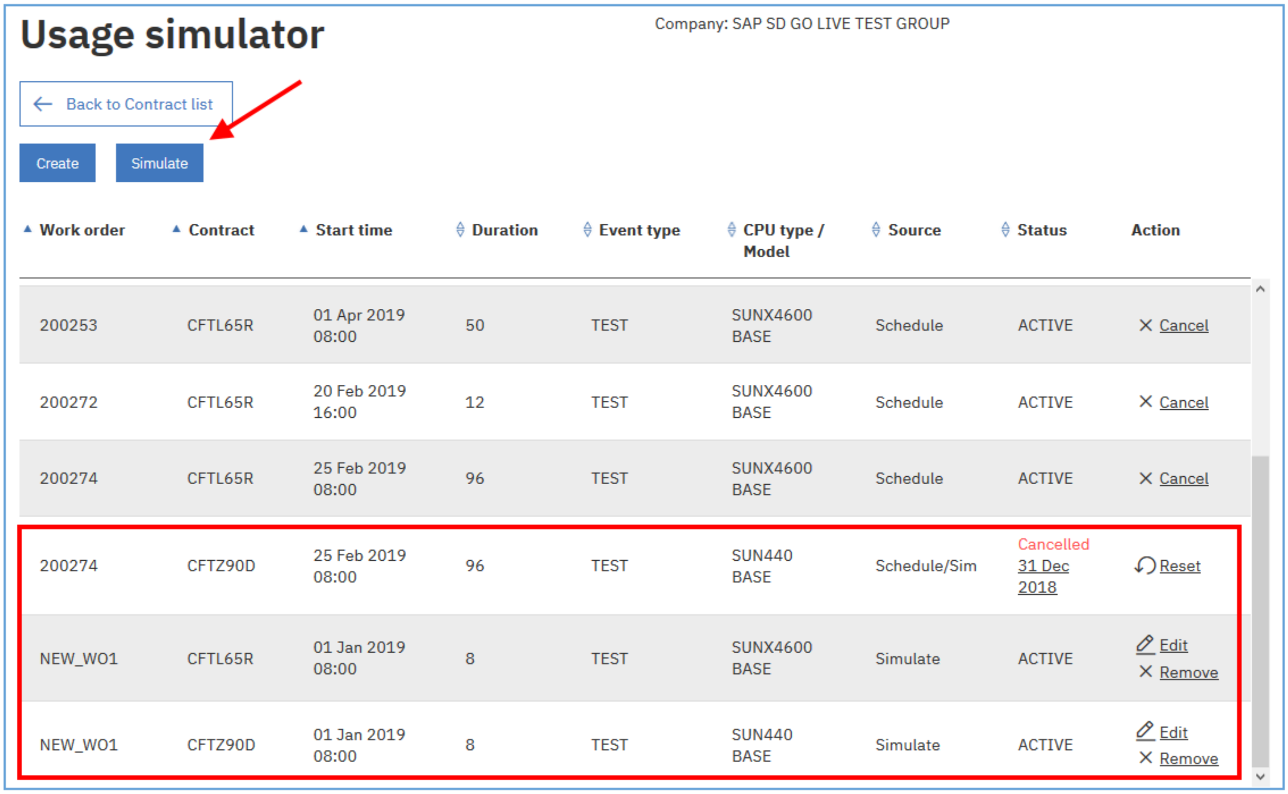
This action displays all currently scheduled events for the contracts selected. Here a user can simulate the cancellation of an existing event, simulate the creation of a new event, and simulate the events visible in the simulator.



If a user chooses to create a new work order, the following screen is visible. The user can select the desired start, duration, and included contracts. This will add the new work order to the simulation.



A user can also choose to simulate the cancellation of existing events by selecting the CANCEL action. Below is a view that includes a contract cancelled for work order 200274 using the simulator and the newly created event from the previous step. When the user is ready to execute the simulation, they can do so using the SIMULATE button on this screen.



Usage simulator

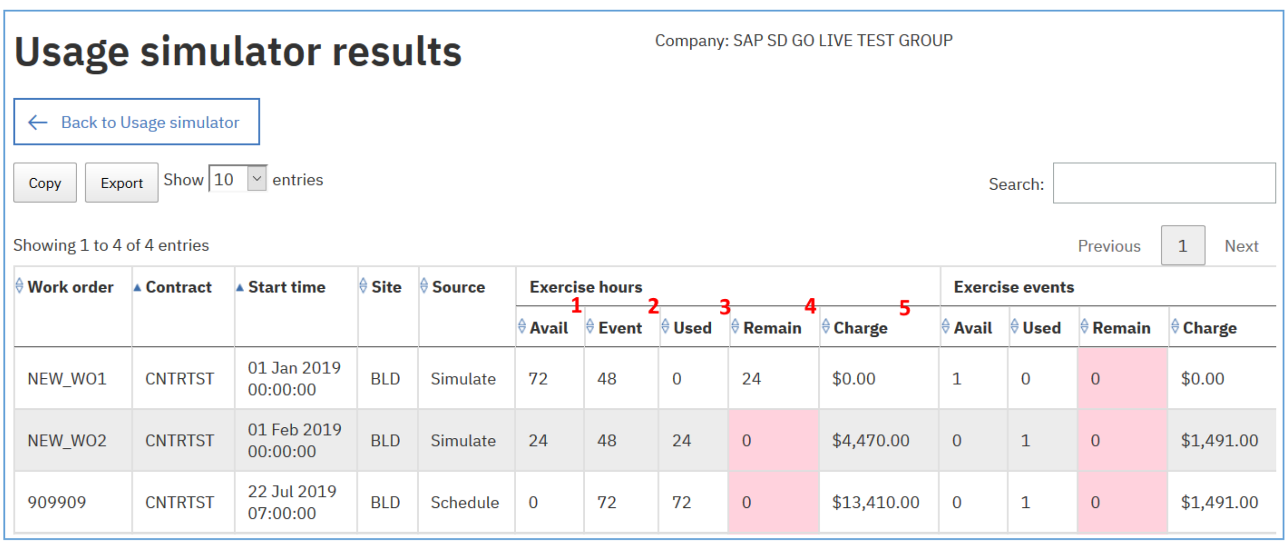
Company: SAP SD GO LIVE TEST GROUP

← Back to Contract list

Create | Simulate

Work order	Contract	Start time	Duration	Event type	CPU type / Model	Source	Status	Action
200253	CFTL65R	01 Apr 2019 08:00	50	TEST	SUNX4600 BASE	Schedule	ACTIVE	Cancel
200272	CFTL65R	20 Feb 2019 16:00	12	TEST	SUNX4600 BASE	Schedule	ACTIVE	Cancel
200274	CFTL65R	25 Feb 2019 08:00	96	TEST	SUNX4600 BASE	Schedule	ACTIVE	Cancel
200274	CFTZ90D	25 Feb 2019 08:00	96	TEST	SUN440 BASE	Schedule/Sim	Cancelled 31 Dec 2018	Reset
NEW_WO1	CFTL65R	01 Jan 2019 08:00	8	TEST	SUNX4600 BASE	Simulate	ACTIVE	Edit Remove
NEW_WO1	CFTZ90D	01 Jan 2019 08:00	8	TEST	SUN440 BASE	Simulate	ACTIVE	Edit Remove

Below are the results from a different simulation. In this example, two events have been simulated (NEW_WO1 and NEW_WO2) and added to the existing event on the schedule. This contract contains 72 hours of testing annually. The example focuses on the exercise hours fields. Many of the values are also available for the exercise events field and use the same logic.



Usage simulator results

Company: SAP SD GO LIVE TEST GROUP

← Back to Usage simulator

Copy | Export | Show 10 entries | Search:

Showing 1 to 4 of 4 entries | Previous | 1 | Next

Work order	Contract	Start time	Site	Source	Exercise hours					Exercise events			
					1 Avail	2 Event	3 Used	4 Remain	5 Charge	Avail	Used	Remain	Charge
NEW_WO1	CNTRTST	01 Jan 2019 00:00:00	BLD	Simulate	72	48	0	24	$0.00	1	0	0	$0.00
NEW_WO2	CNTRTST	01 Feb 2019 00:00:00	BLD	Simulate	24	48	24	0	$4,470.00	0	1	0	$1,491.00
909909	CNTRTST	22 Jul 2019 07:00:00	BLD	Schedule	0	72	72	0	$13,410.00	0	1	0	$1,491.00

1. **AVAIL -** Hours available for scheduling in the contract allowance at the time of the event.
2. **EVENT -** Hours or duration of the contract event.

3. **USED -** Hours exceeding the contract allowance for the contract period. In most cases, these hours generated charges.
4. **REMAIN -** Hours remaining in the contract allowance following the scheduled event.
5. **CHARGE -** The cost for any events or hours exceeding the contract allowance.

Additional notes on simulations:

A simulation can be modified using the action column in the Usage Simulator. This allows users to make changes to the simulation criteria through editing, deleting, or changing the status of a simulated event. This can be done when the simulation is being assembled or can be used after it has been run by using the "Back to Usage simulator" button.

Usage Simulator does not return results for events simulated beyond the current contract period. If an event is created beyond the end date of an active contract, the user will see an red exclamation point that provides the text “will expire” when hovered over.

7. Document management in IRP (a general discussion)

There are two types of documents managed in IRP:

- Exercise documents
- Company documents

To effectively use IRP, it's important to understand the difference.

Exercise documents are stored with a particular scheduled exercise as shown in the following "Scheduled exercises & docs" section, where the management of these documents is shown in detail. Exercise document types are:

- "Exercise worksheets" and "Access & Media Mgmt Form" (both of which are created by the client as input to exercise planning)
- "Setup documents" (which are created by IBM and used to execute the exercise)

Exercise documents are found by going to "Scheduled exercises & docs" to view documents attached to a particular work order. Refer to the "Scheduled exercises & docs" section for details.

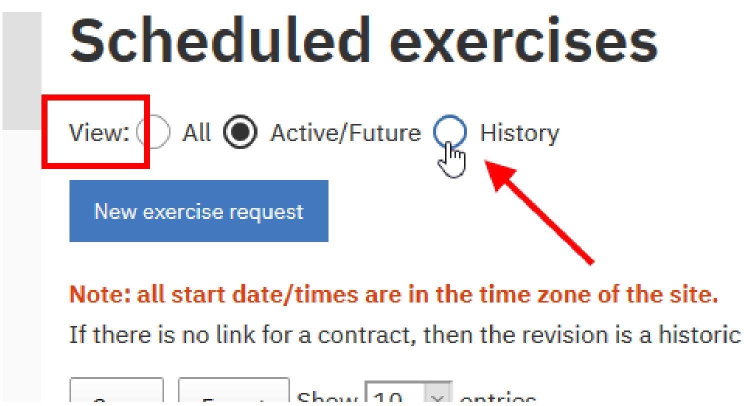
Non-exercise documents, while possibly used in support of an exercise, are not associated with a single exercise as are "exercise documents". Non-exercise documents are intended to be useful at any point in time, particularly in the event of a recovery. To be effective in their use, non-exercise documents need to be managed in synch with changes made in the client's production environment. Refer to the "Non-exercise documents" section for details.

8. Scheduled exercises & docs

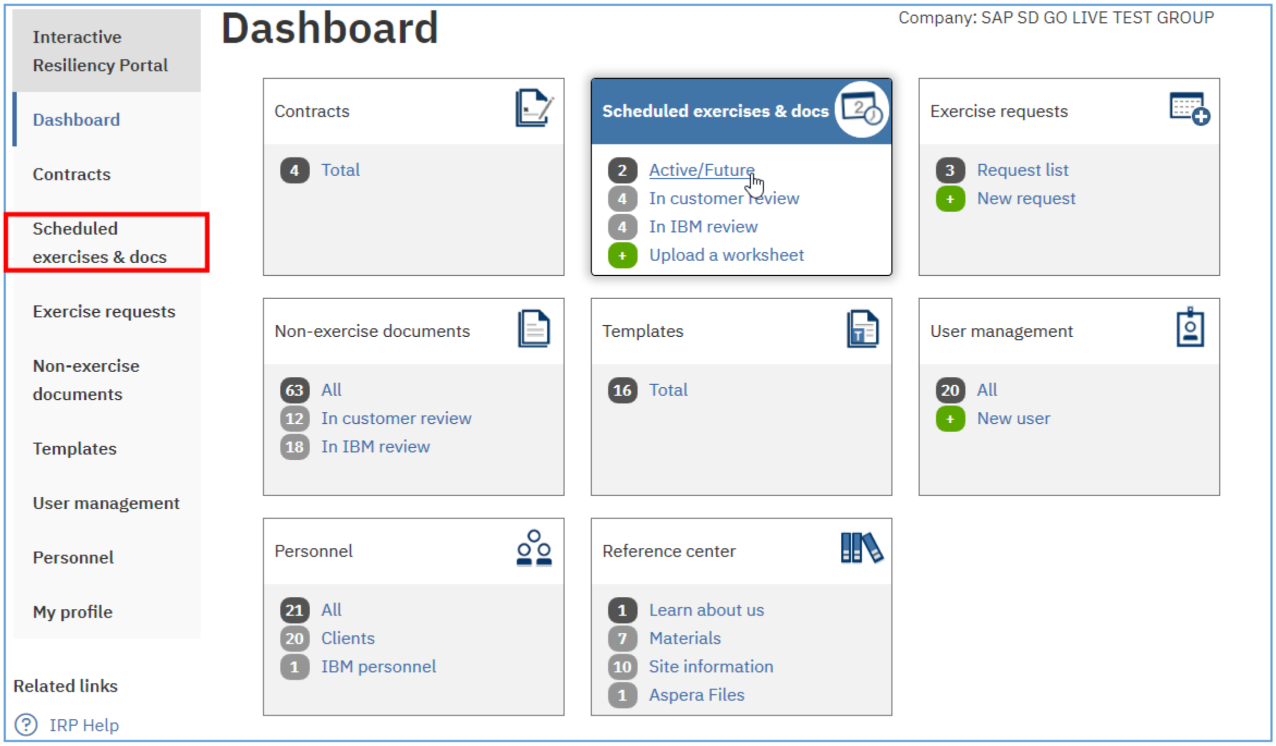
"Scheduled exercises & docs (documents)" contains:

- all exercises that have been confirmed with IBM Business Resiliency Services
- all documentation related to each specific exercise

This information can be displayed either from the navigational area on the left side of the screen, where the default is to display all exercises, including those that were managed by IRP in the past three years, or from the portlet where the user can choose all Active/Future exercises. When viewing Active/Future exercises, the user can also select "History" to view Historic exercises and related documentation.

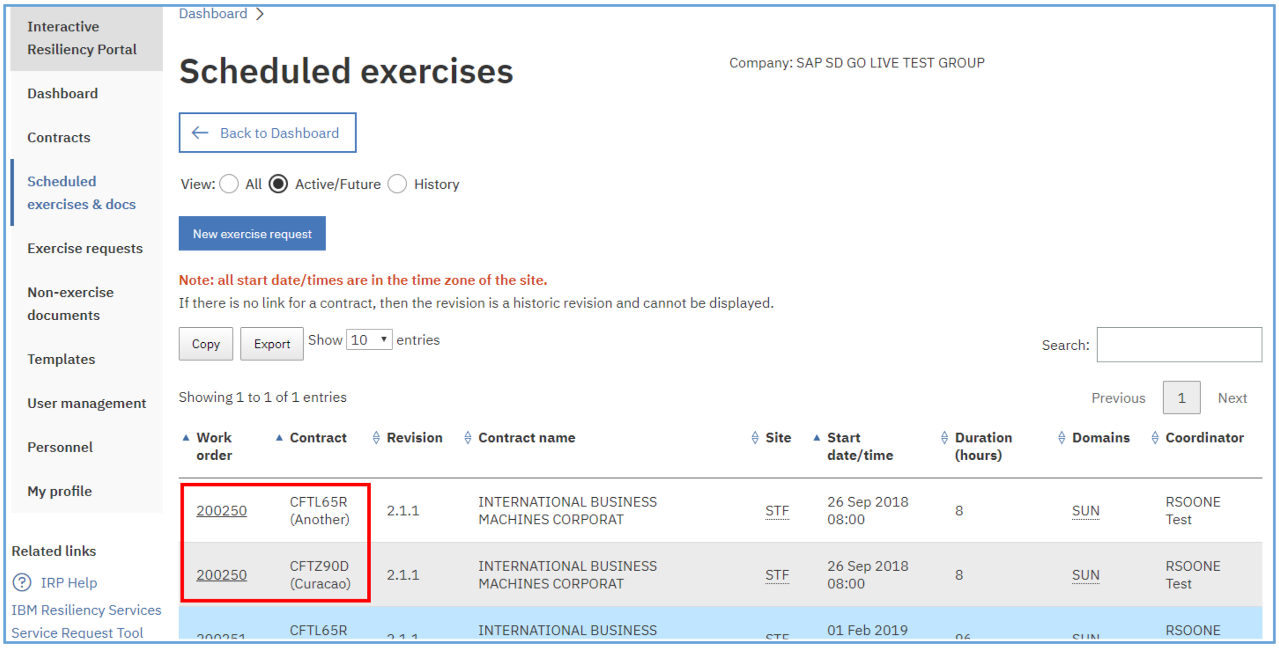


"Scheduled exercises & docs" can be accessed from the navigational area or from the "Scheduled exercises & docs" portlet on the Dashboard.



Clicking on "Active/Future" in the portlet would take the user to the following screen which provides a list of contracts scheduled in work orders. A work order is a unique number that links one or more contracts in a particular exercise. The list is sorted by date with the next exercise at the top. In this case, it is work order 200250, which is scheduled to use two contracts in an exercise starting on 9/26/18.

- Clicking on any either of the two occurrences of work order 200250 will take the user to "Work order details" which is where exercise document management is performed.
- Clicking on any of the contract numbers will take the user to contract details, which was explained in a previous section on "Contracts".
  IMPORTANT: The revision number (the column to the right of the contract column) uniquely identifies the configuration currently used to allocate resources. It may not be the same as the revision number for the contract as shown in the Contract view. More information about the scheduled exercises is available in the Exercise Confirmation letter provided by your SDPA.



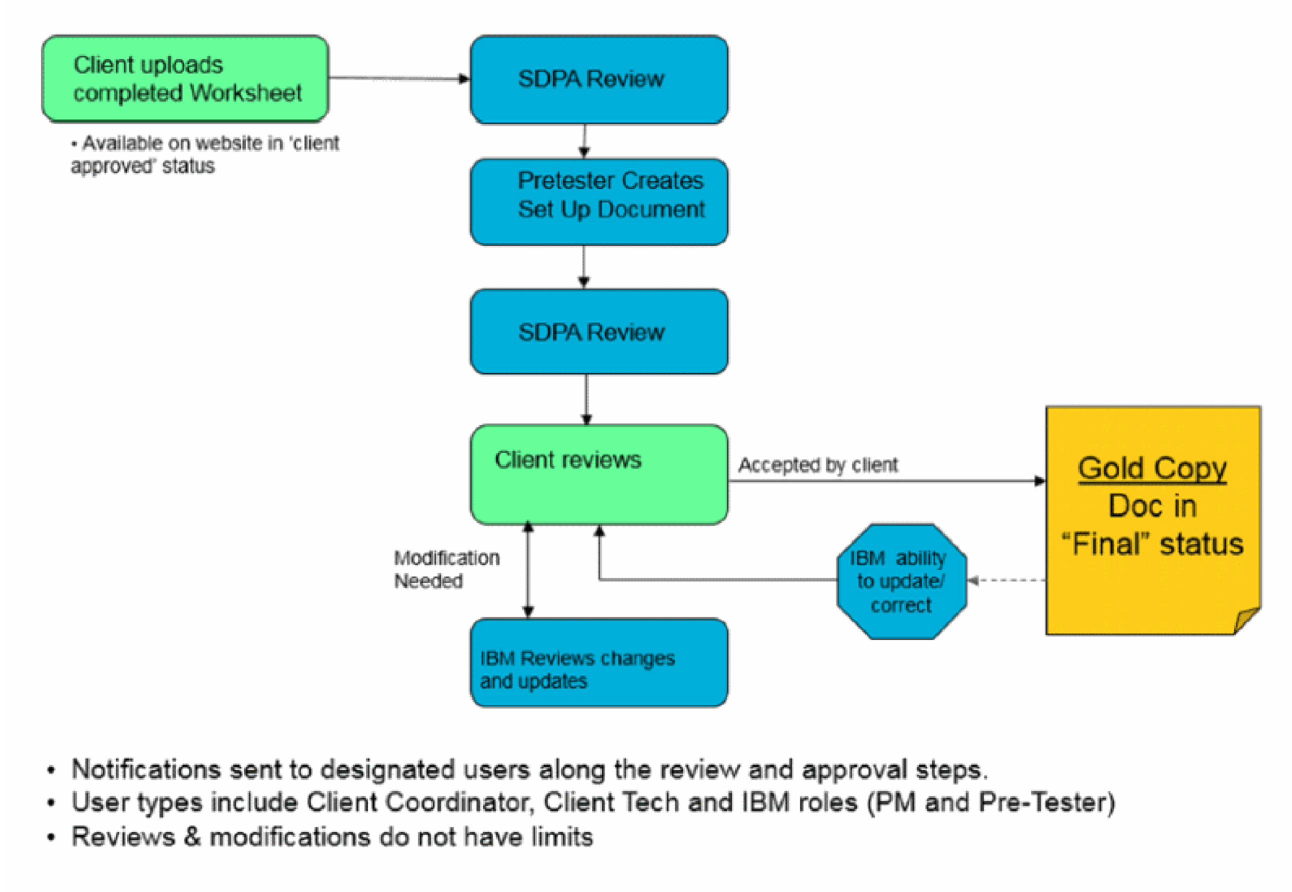
Note in this image the blue button entitled "New exercise request". This is an alternate path to a function available directly from the Dashboard. It is explained in detail in a later section entitled "Exercise requests".

8.1 Overview of exercise document management

Aside from displaying scheduled exercises, the most important function performed from "Scheduled exercises & docs (documents)" is uploading of:

- **Exercise worksheets -** created by the client for review and use by IBM Business Resiliency Services to prepare "setup documents"
- **Access & Media Management form -** created by the client for use by IBM to prepare logistics for the exercise
- **Setup documents -** created by the IBM Business Resiliency Services pretester for review by the client to be used in execution of the exercise. A "setup document" is in final status only when approved by the client.

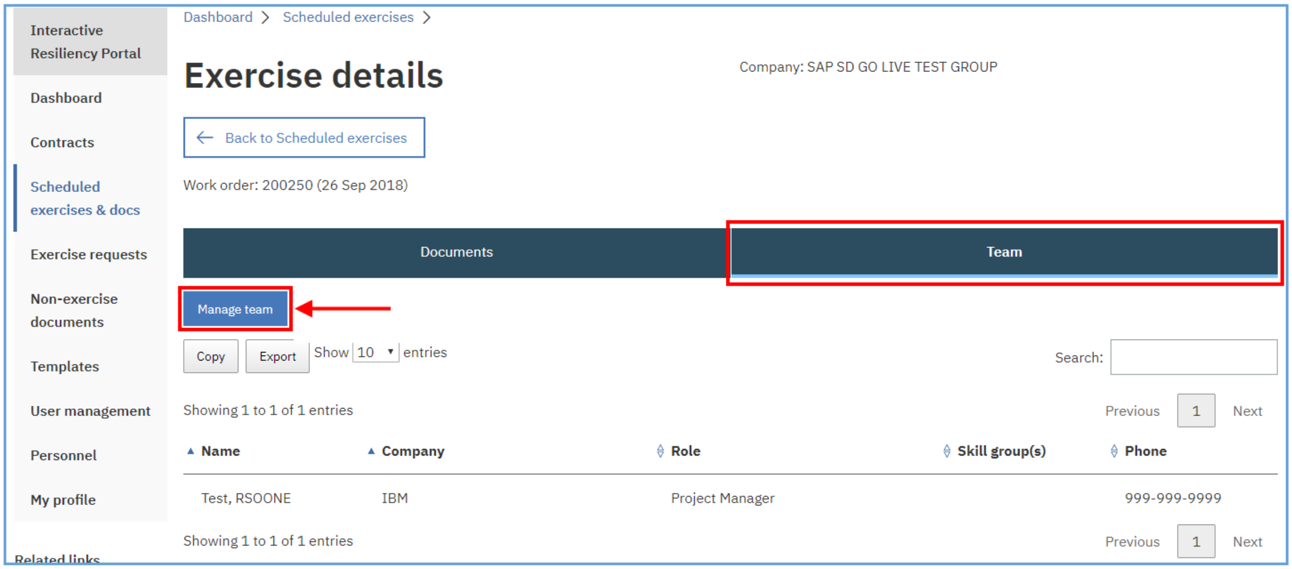
Management of these exercise documents is handled via workflow controlled by IRP through system controlled notifications and review. Here is a high level diagram of how it works.



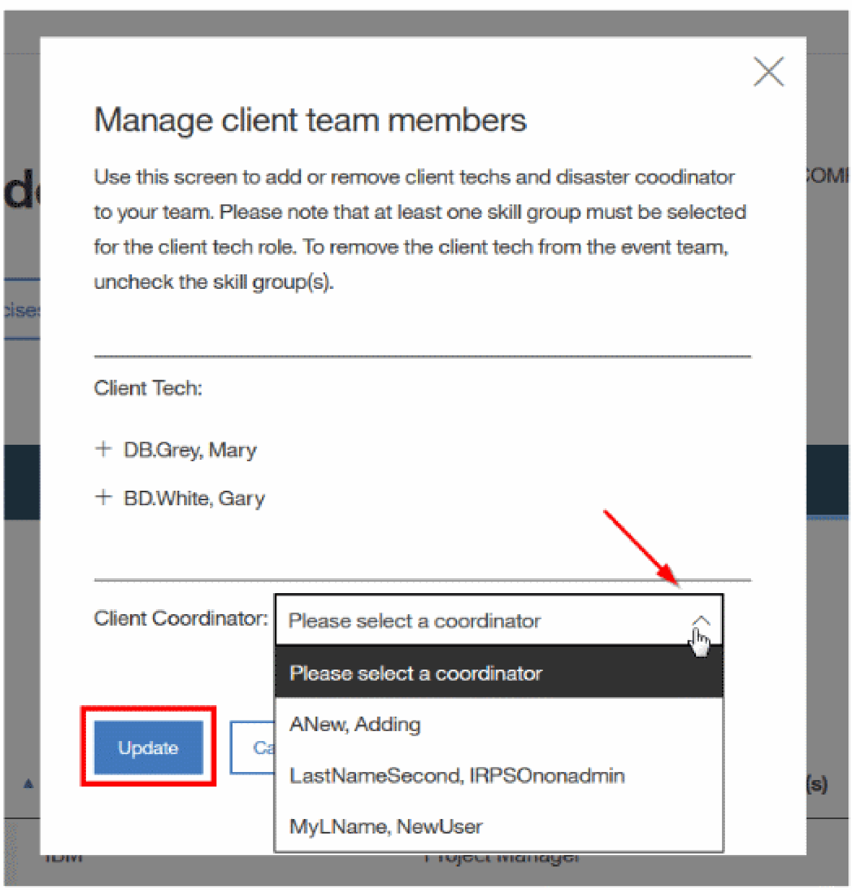
8.2 Team assignments (used to route notifications)

IMPORTANT: Prior to beginning work on pretest review, IRP's "Manage team" function must be used to identify participants in the pretest process. IRP will route notifications of document workflow based on team members assigned via "Manage team".

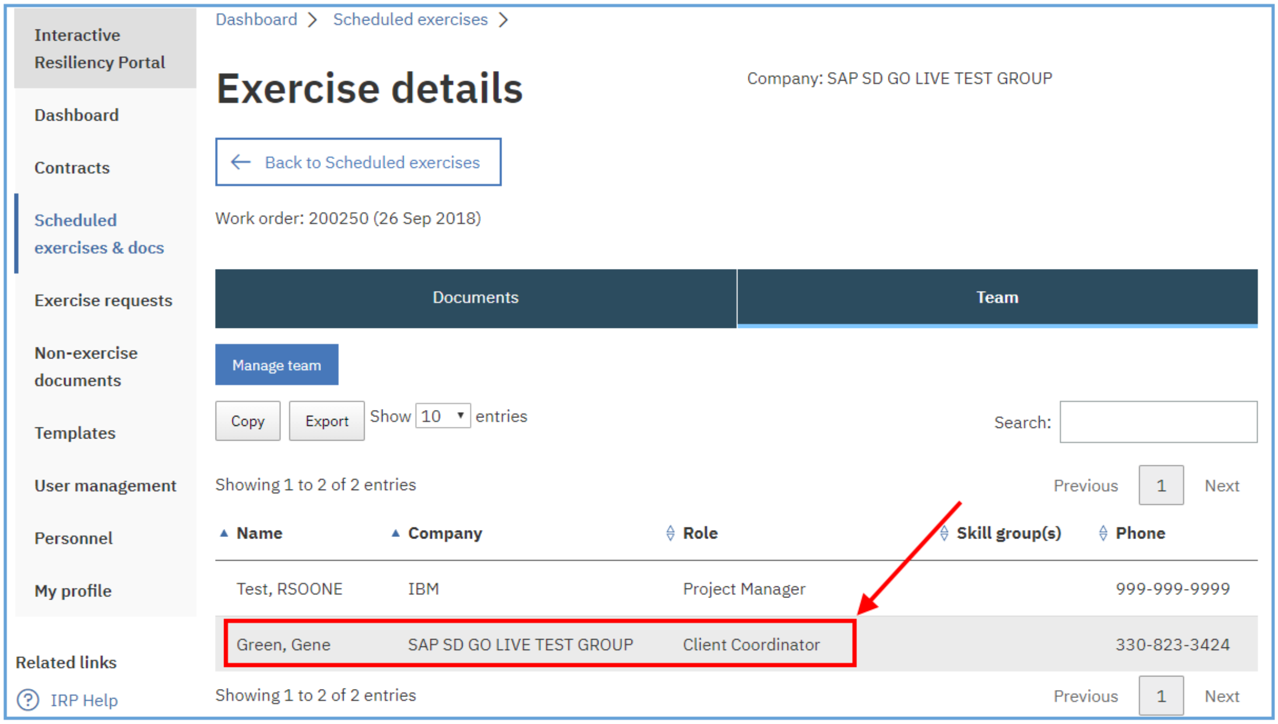
Clicking on the work order number in the "Scheduled exercises" list, will take the user to "Work order details". It is from there that a user can assign pretest team participants. Start by clicking on the "Team" tab and clicking on the "Manage team" button.



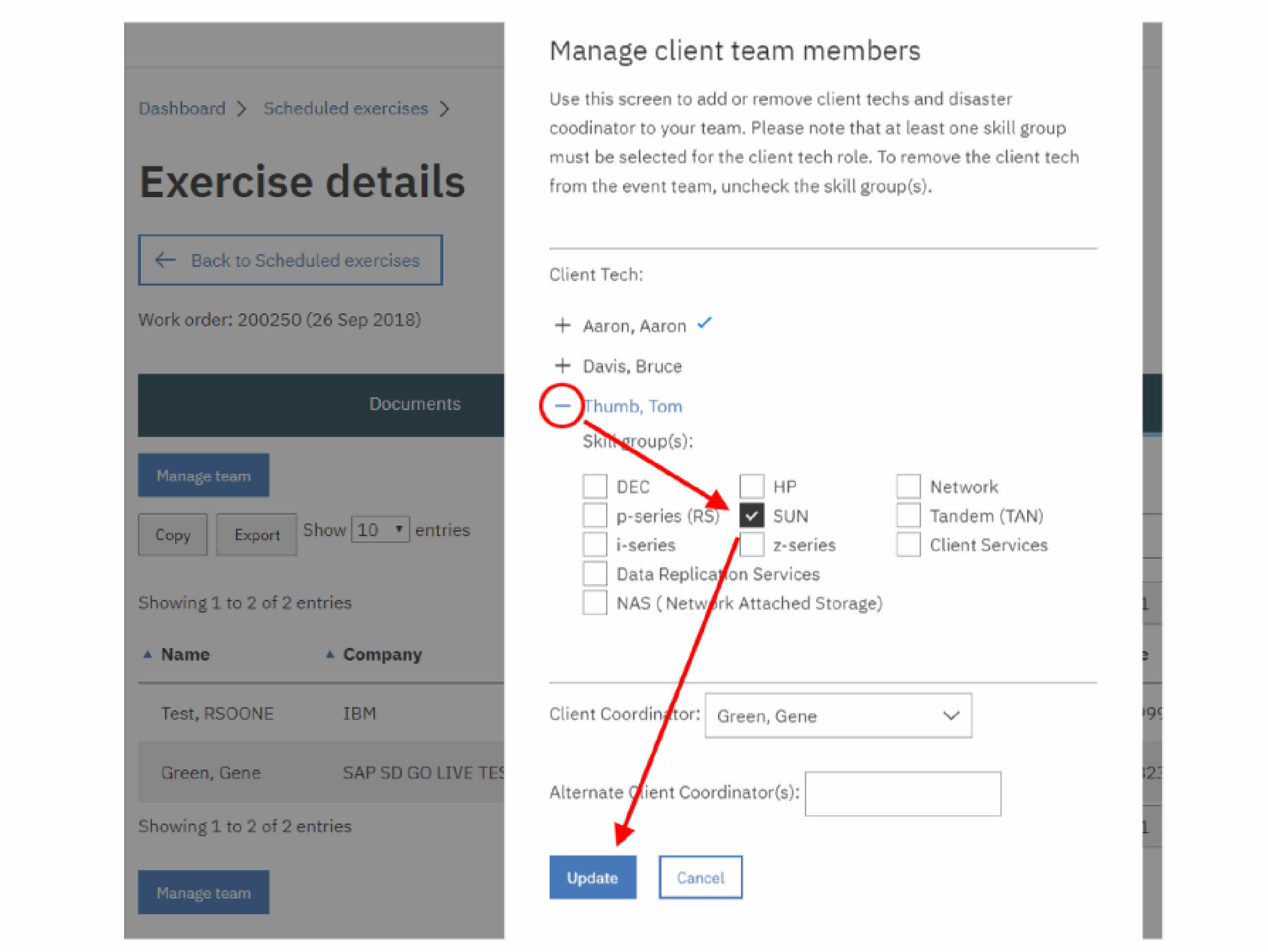
Notice the SDPA (Project Manager) is on the team by default. Here is an example of the client adding the "Client Coordinator" role for this particular exercise. This does not make this person the "Client Coordinator" for all future exercises. If that is desired, refer to the following section that describes how to set up a "default" Client Coordinator. Also note that if no "Client Coordinators" are selectable, it means that the Client Administrator needs to add someone with that role via the "User management" function.



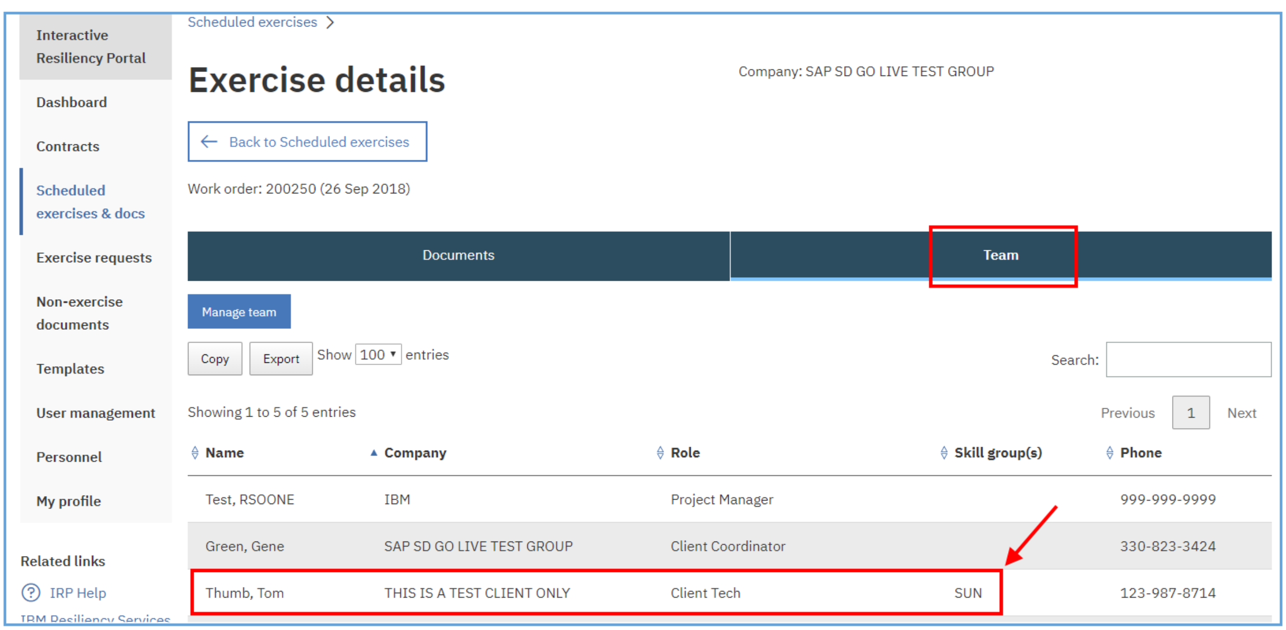
This is the result after clicking on the "Update" button.



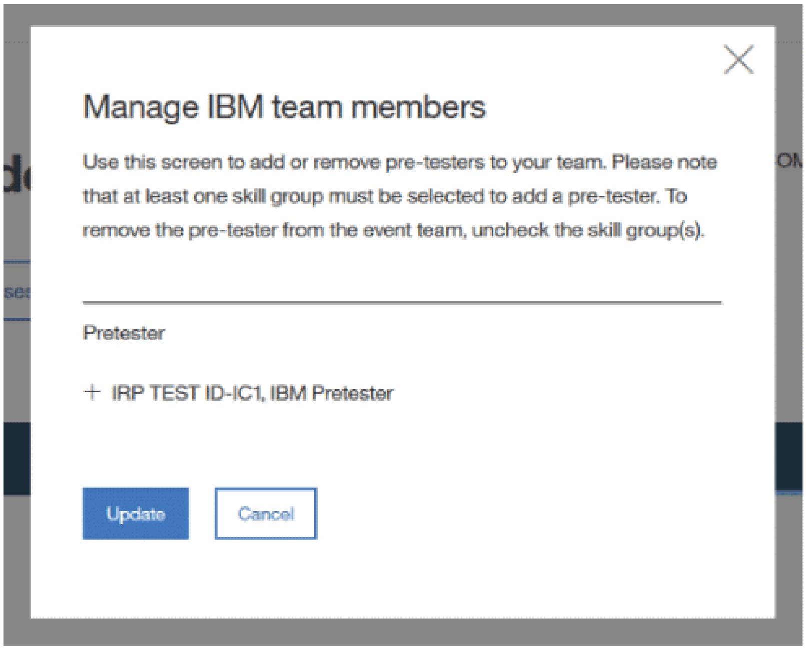
To add a "Client Tech", click on the "Manage team" button and look for "Client Tech" options. If no "Client Techs" are selectable, it means that the Client Administrator needs to add someone with that role via the "User management" function. Assuming there are "Client Techs" in the list, click on the "+" in front of the name, which will open up skills that the "Client Tech" would be playing in exercise planning. Select the skills that person will play and then scroll down and click on the Update button.



Result shows here:

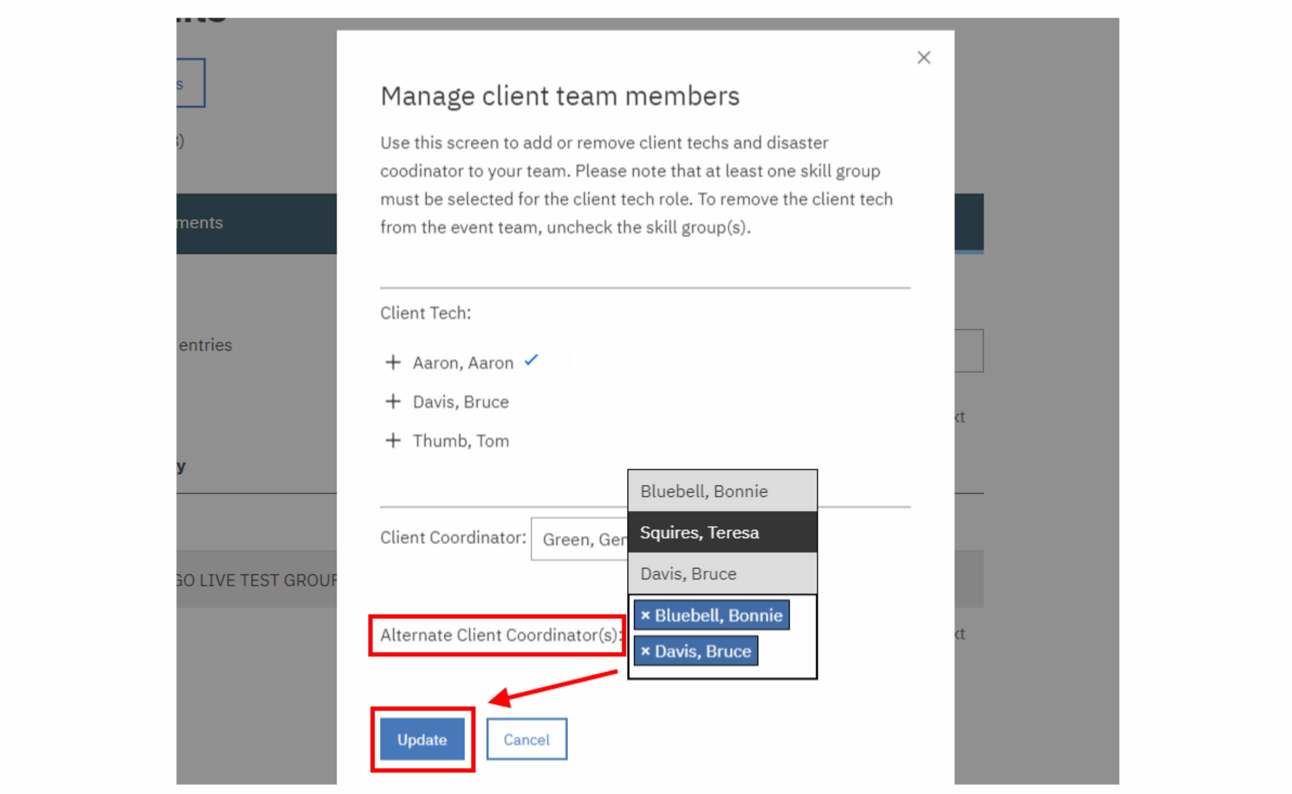


From the SDPA's id, the IBM Business Resiliency Services pretesters can be added.

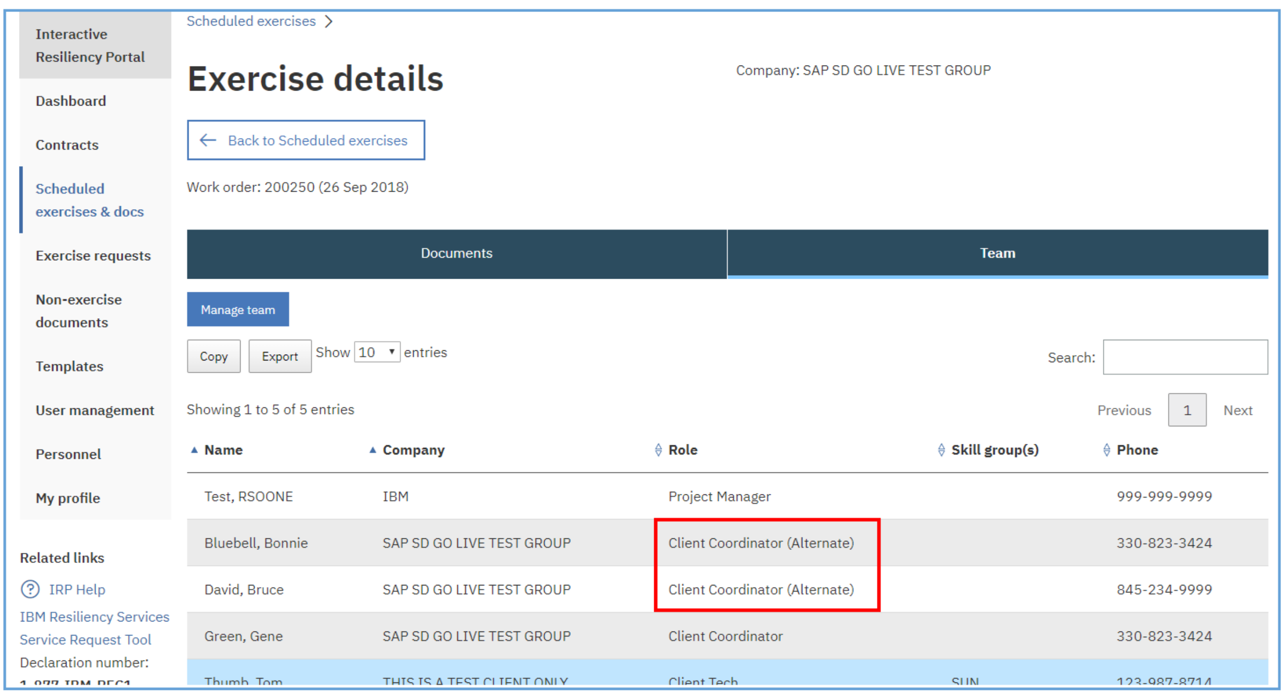


8.2.1 Assignment to "Team" of "alternate" Client Coordinator(s)

As an IRP "Coordinator", when you are defining your "Team" for an exercise, you can define one or more "Alternate Coordinators" from the list of people on your team who have either a "Client Coordinator", "Client Admin/Coordinator", or "Client Admin/Coordinator/Tech" role in IRP. This will allow notifications related to exercise document review to flow to the person defined as "Coordinator" on the "Team" as a TO: recipient while those defined to the "Team" as "Alternate Coordinator" will receive the notification as a CC: recipient. Alternate Coordinators are defined for a single exercise and are assigned as seen in this screen shot:



Which will result in this:



NOTE: "Alternate" Client Coordinator for an exercise is an additional capability provided to the exercise "Coordinator" that is separate from the capability of that person to define a "backup" during an absence. "Backup" can be defined using the "My Profile" function available in the navigational area of IRP.

8.2.2 Assignment to "Team" of a "default" Client Coordinator

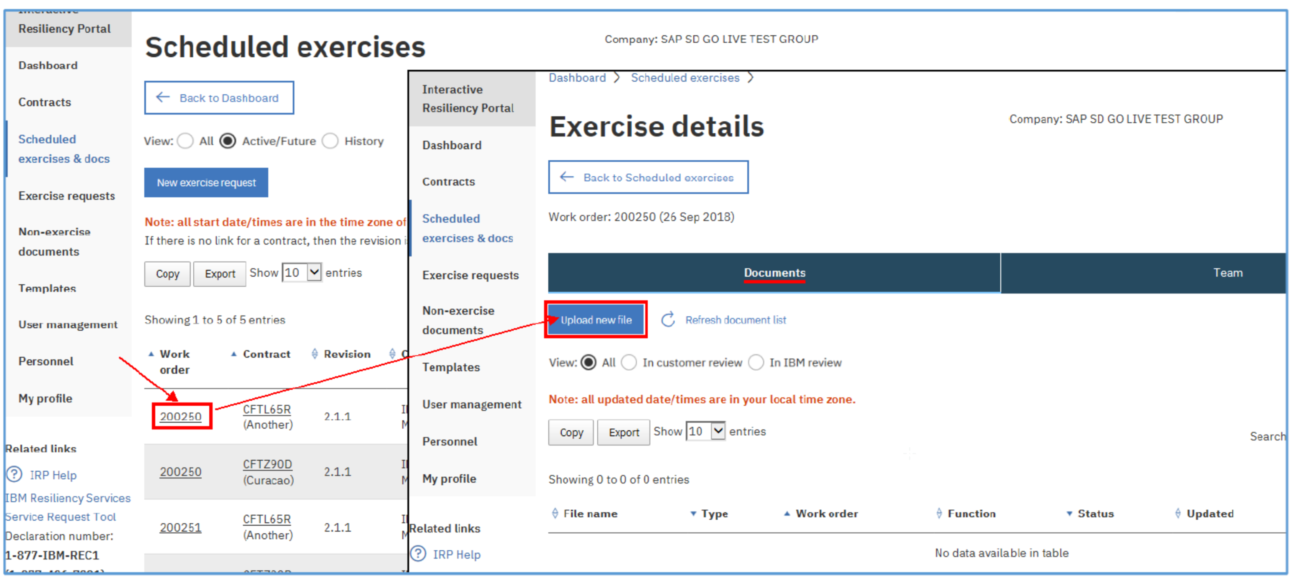
A "default" Client Coordinator can optionally be created to pre-populate a Client Coordinator to a "Team" for future exercises. This is defined in more detail in the "User management" section.

8.3 Worksheet management

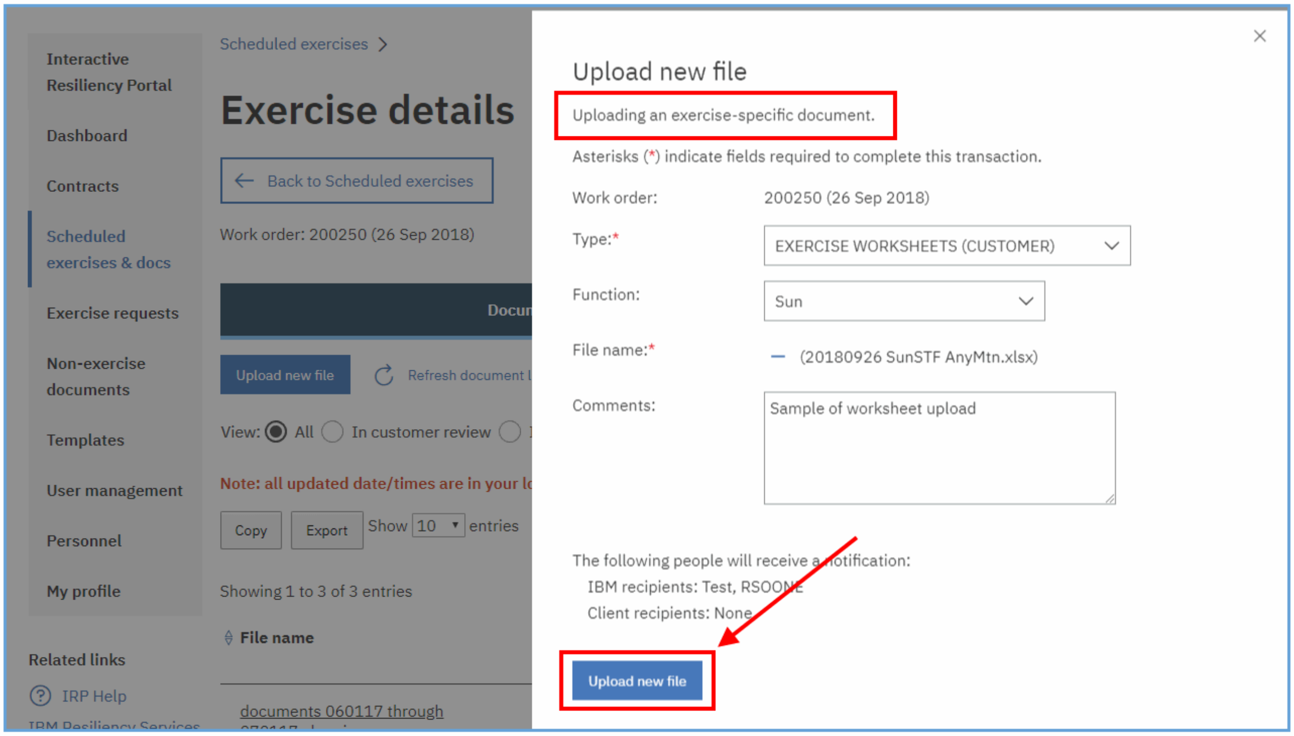
Worksheet templates are available from the "Templates" portlet (covered in a later section). Clients complete those worksheets on their workstation where they are ready to upload to IRP.

8.3.1 Uploading a worksheet

Clicking on the work order number in the "Scheduled exercises & docs" list, will take the user to "Exercise details". It is from here that a user can click on "Upload new file" to upload a worksheet for use by IBM Business Resiliency Services in creating a setup document.



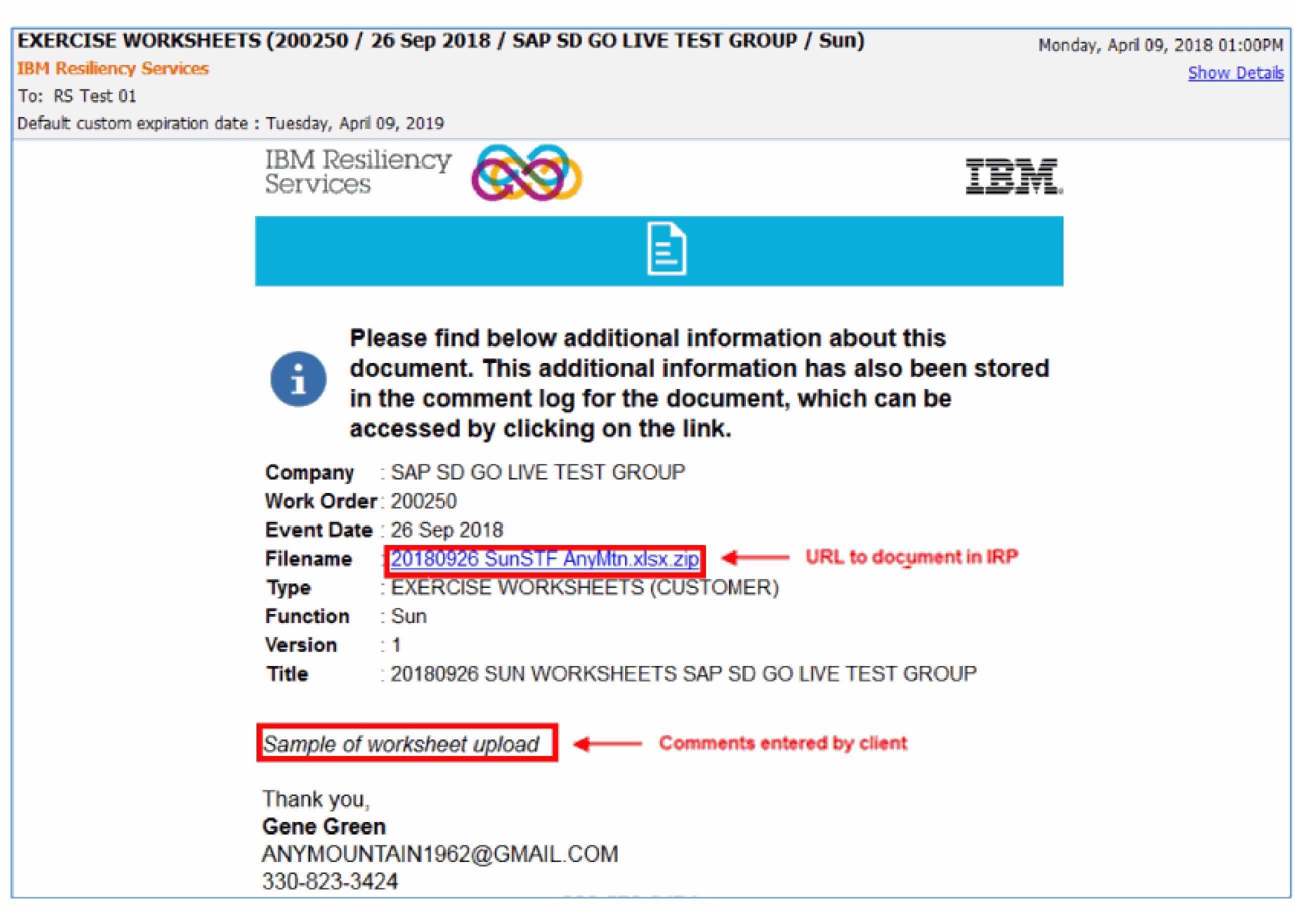
When uploading a worksheet, the user will be presented with a screen requesting information. "Function" (the system type related to the worksheet) and "Type" are required fields. The file will be found from the user's system using the "Browse" button.



When the upload is complete, IRP will route a notification to the SDPA. The notification will have:

- A subject line in format of "Exercise Worksheet (work order #, exercise start date, company name, function)"
- A URL to take the SDPA directly to the document in IRP where it can be reviewed
- "Comments" that were entered by the client.

Here's an example of a notification generated by IRP for the SDPA to use.



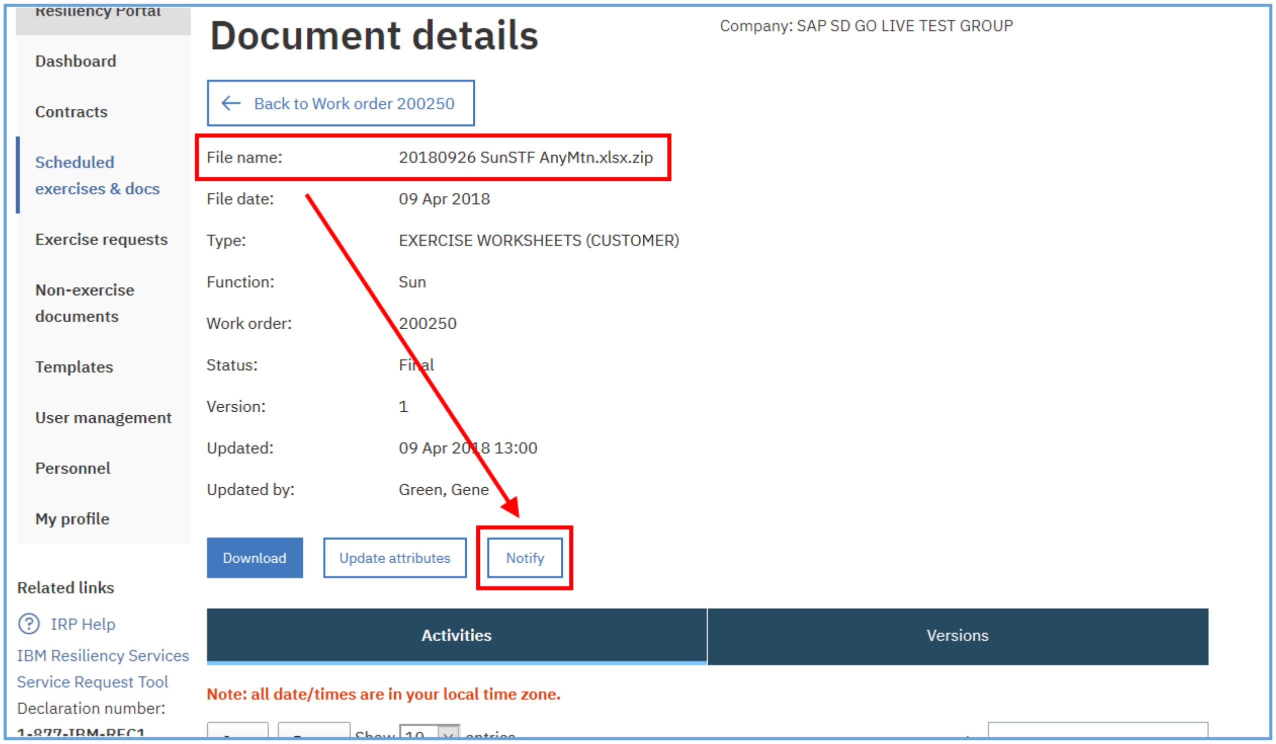
8.3.2 Downloading a worksheet (and more)

Clicking on the URL in the notification will take the SDPA directly to the document where they can do three things:

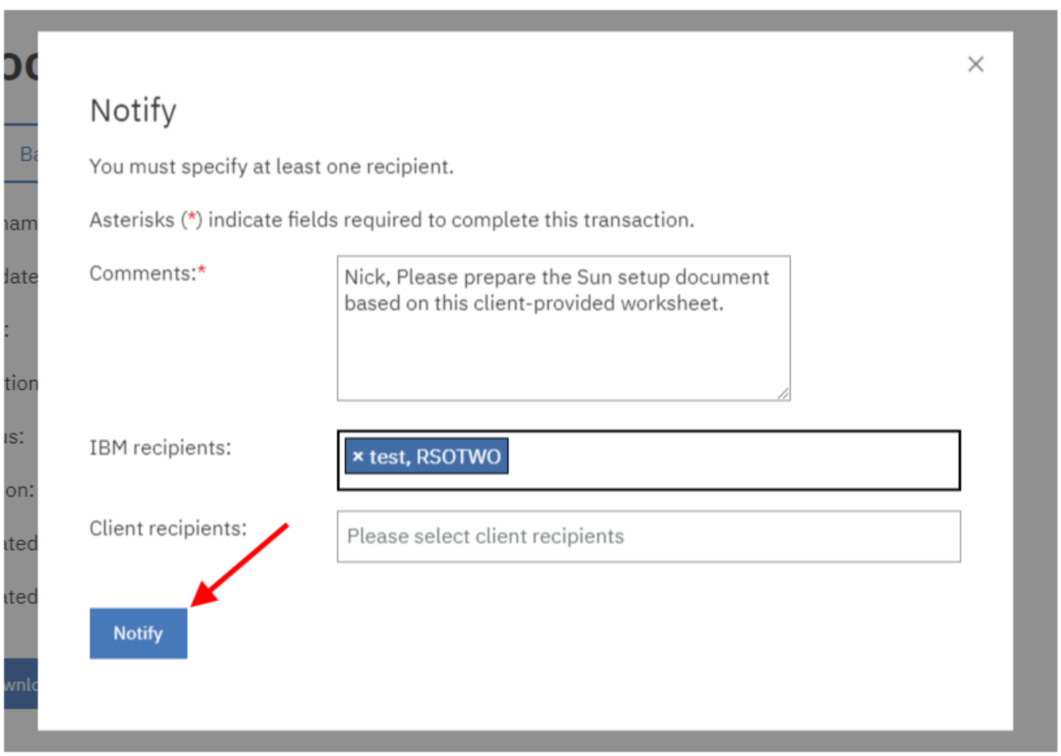
- **Download** - Download the document for review. If there are any concerns with it, the SDPA can request the client to provide a new version.
- **Update attributes** - This allows the SDPA to correct the "function" if it is incorrect.
- **Notify** - The SDPA uses this to notify the pretester that the worksheet is ready for the pretester to use in preparing the setup document.

NOTE: You will also see "Activities" and "Versions" tabs on "Document details". For more information on contents of these tabs, please refer to the "Downloading a non-exercise document; Comment log; Versioning" section.

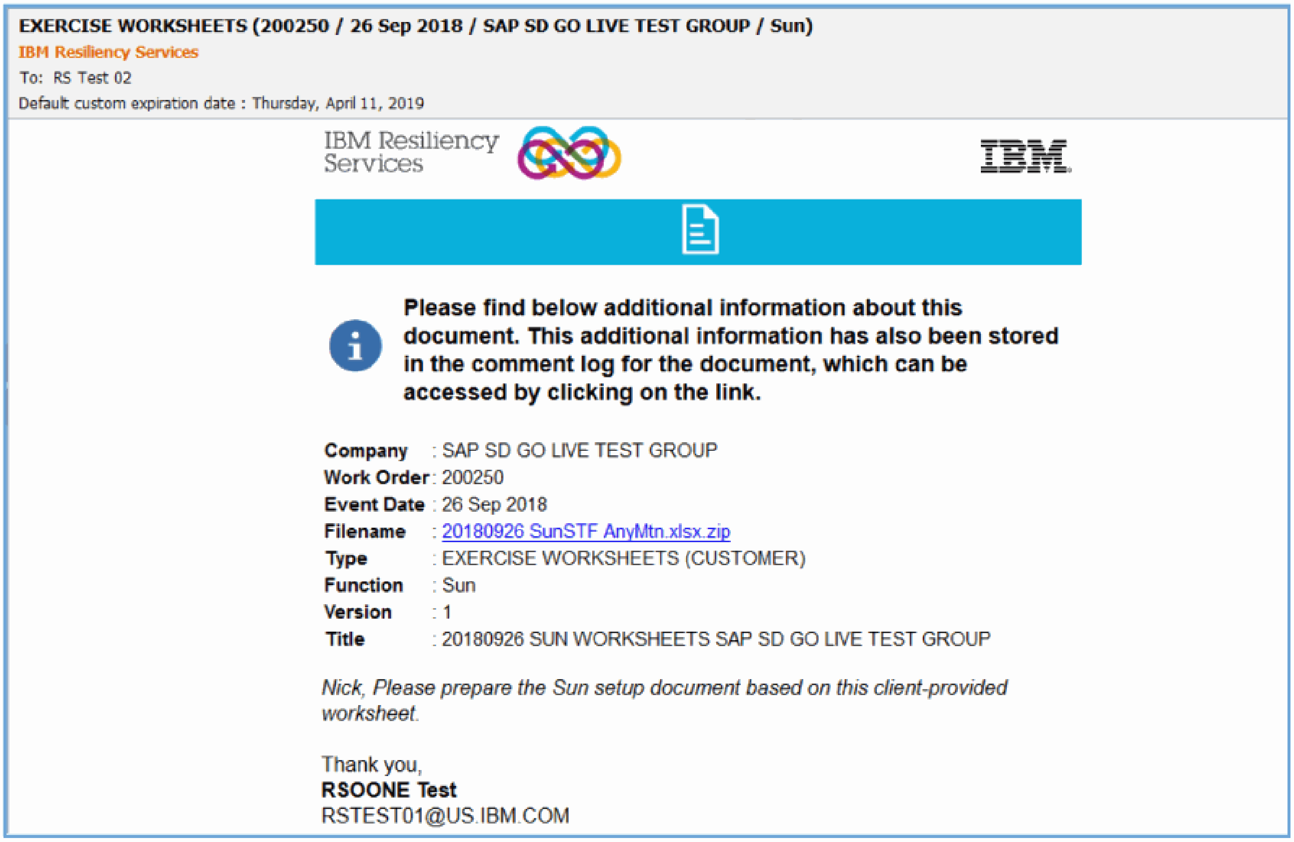
NOTE: If the SDPA or IBM Pretester finds problems with the worksheet such that a revised version is needed, the SDPA is to contact the Client Coordinator and request a new version of the document.



Here is an example of the dialogue box presented to the SDPA for completion after clicking on the "Notify" button in the above screen. In this example, the SDPA has selected the Pretester as recipient. Client coordinators can also be contacted with "Notify".



Pretester receives this notification that the worksheet is ready for use.



EXERCISE WORKSHEETS (200250 / 26 Sep 2018 / SAP SD GO LIVE TEST GROUP / Sun)

IBM Resiliency Services

To: RS Test 02

Default custom expiration date : Thursday, April 11, 2019

IBM Resiliency Services

IBM

Please find below additional information about this document. This additional information has also been stored in the comment log for the document, which can be accessed by clicking on the link.

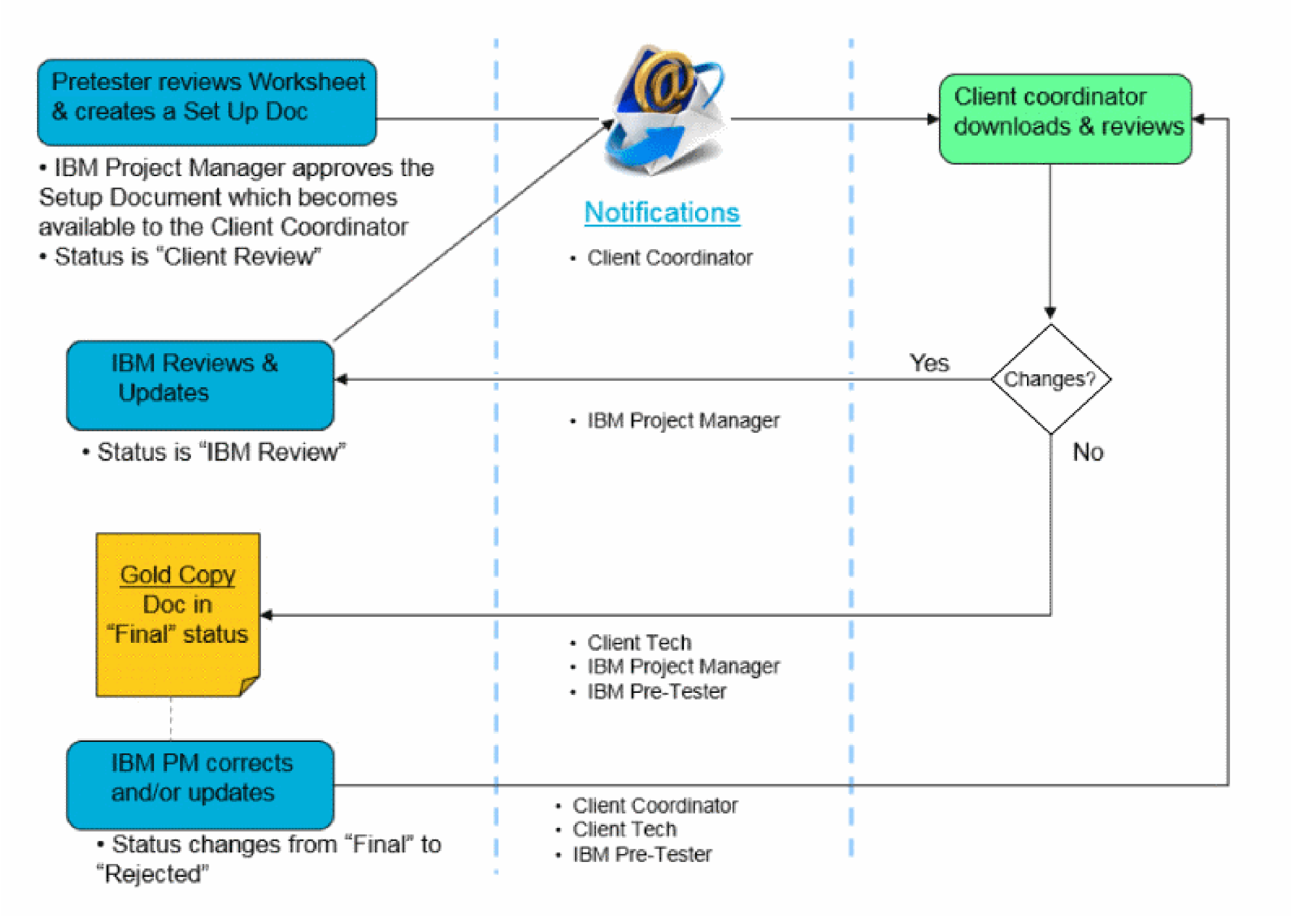
Company : SAP SD GO LIVE TEST GROUP
Work Order: 200250
Event Date : 26 Sep 2018
Filename : 20180926 SunSTF AnyMtn.xlsx.zip
Type : EXERCISE WORKSHEETS (CUSTOMER)
Function : Sun
Version : 1
Title : 20180926 SUN WORKSHEETS SAP SD GO LIVE TEST GROUP

Nick, Please prepare the Sun setup document based on this client-provided worksheet.

Thank you,
RSOONE Test
RSTEST01@US.IBM.COM

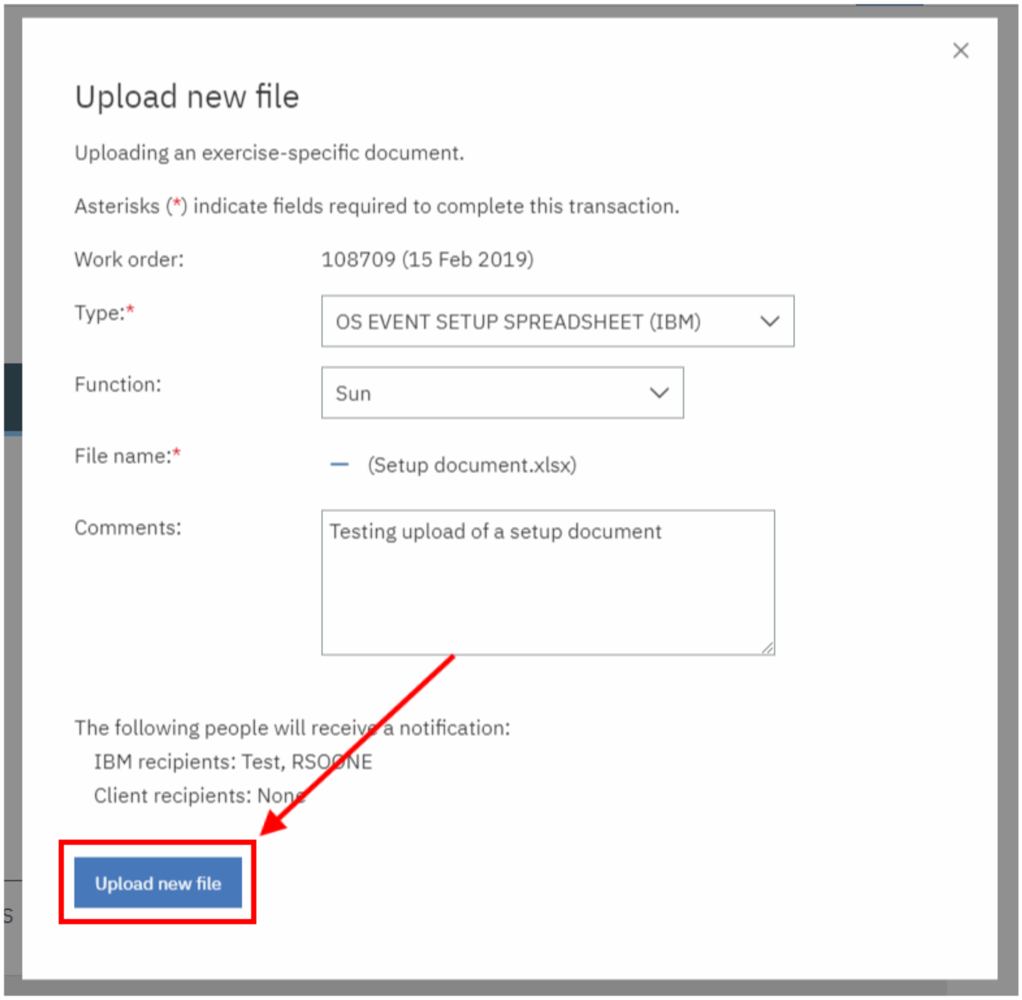
8.4 Manage "Setup document"

Here's a nice overview of the process related to the management of "setup documents". Details will follow:



8.4.1 Pretester upload of a "Setup document"

The pretester creates the "setup document" on his/her system. When it is ready to be uploaded for SDPA review, the pretester goes to "Scheduled exercises & docs" and selects the appropriate "work order" and then from the "Document" tab selects the "Upload" button and then provides the necessary information as seen here. When completed, click on the "Upload new file" button.



8.4.2 SDPA download and review

The SDPA receives a notification from IRP that the setup document is ready for review:

Setup (200250 / 26 Sep 2018 / SAP SD GO LIVE TEST GROUP / Sun)

IBM Resiliency Services

To: RS Test 01

Default custom expiration date : Thursday, April 11, 2019

IBM Resiliency Services

IBM

Please provide this setup document to the client for review.

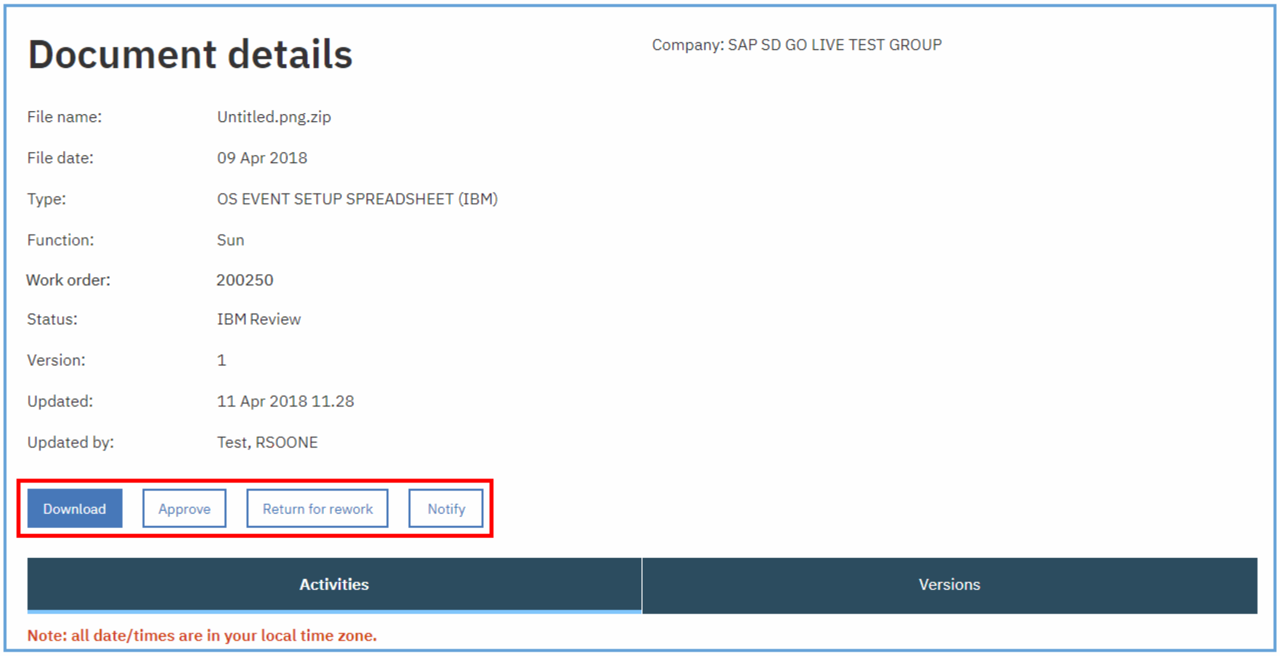
Company : SAP SD GO LIVE TEST GROUP
Work Order: 200250
Event Date : 26 Sep 2018
Filename : Untitled.png.zip
Type : SETUP
Function : Sun
Version : 1
Title : 20180926 SUN SETUP SAP SD GO LIVE TEST GROUP

Testing upload of a setup document

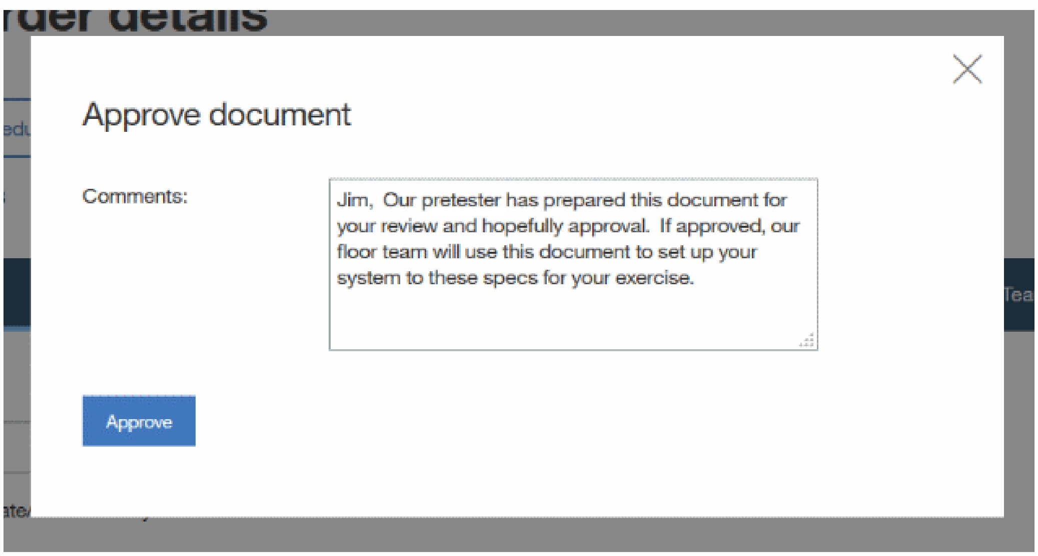
Thank you,
RSOTWO test
RSTEST02@US.IBM.COM
999-999-9999

Clicking on the URL in the notification takes the SDPA to "Document details", where the following actions are available:

- **Download -** Download the document for review.
- **Approve -** Allows workflow to move the setup document to the client for review.
- **Return for rework -** Returns the document to the pretester for rework.
- **Notify -** Permits a question or other information to be sent back to the pretester.



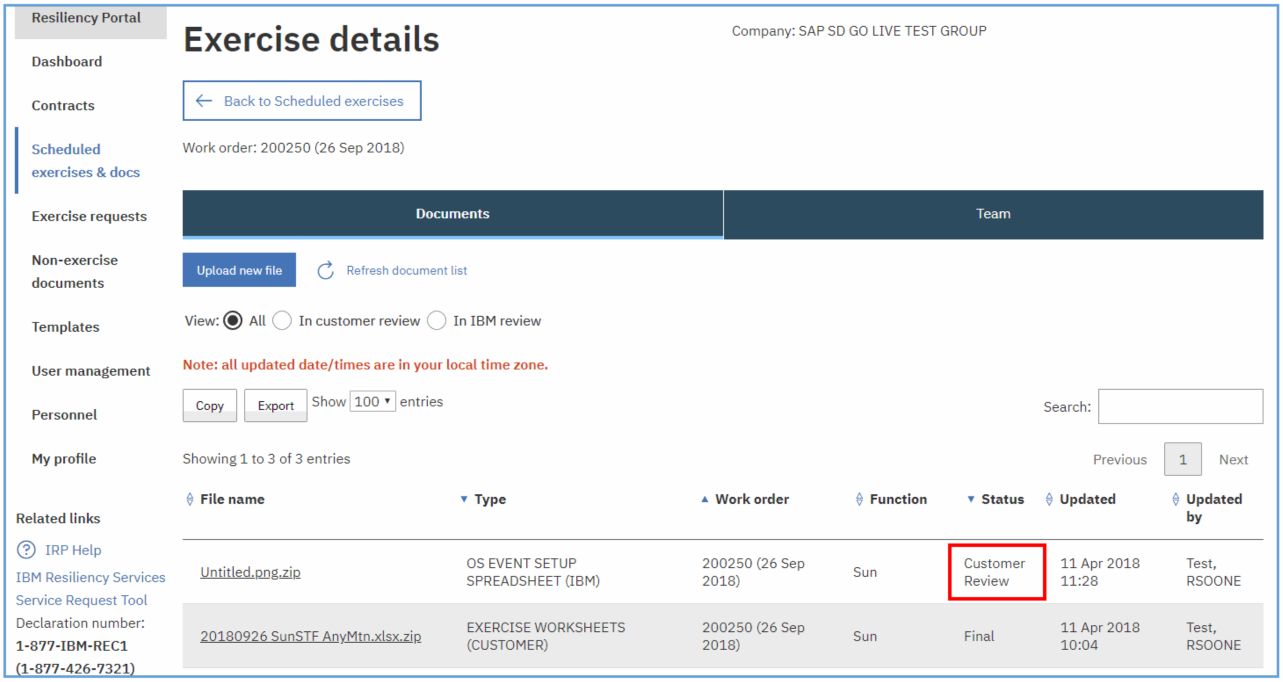
When "approving" (in this case) or "returning for rework", comments are required before a notification can be sent. "Return for rework" comments should be sufficient so that the IBM pretester knows what changes need to be made.



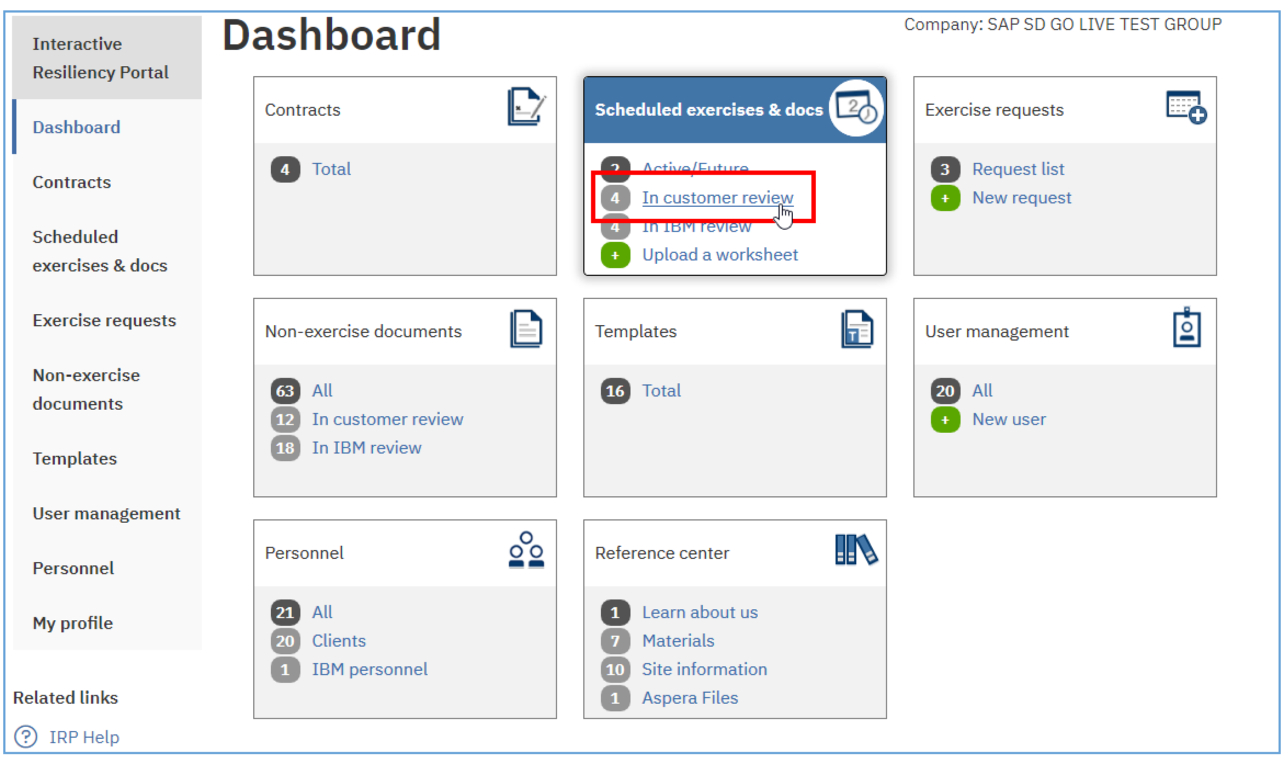
8.4.3 Client download and review

The client will receive a notification (same structure as shown in previous notifications) that can be used to go directly to the document for review.

The client can also can go to Documents from "Scheduled exercises & docs" to find documents in "Customer Review" status. Here's an image of how this would look.



Finding documents in "Customer Review" can also be performed directly from the Dashboard as shown in this image.

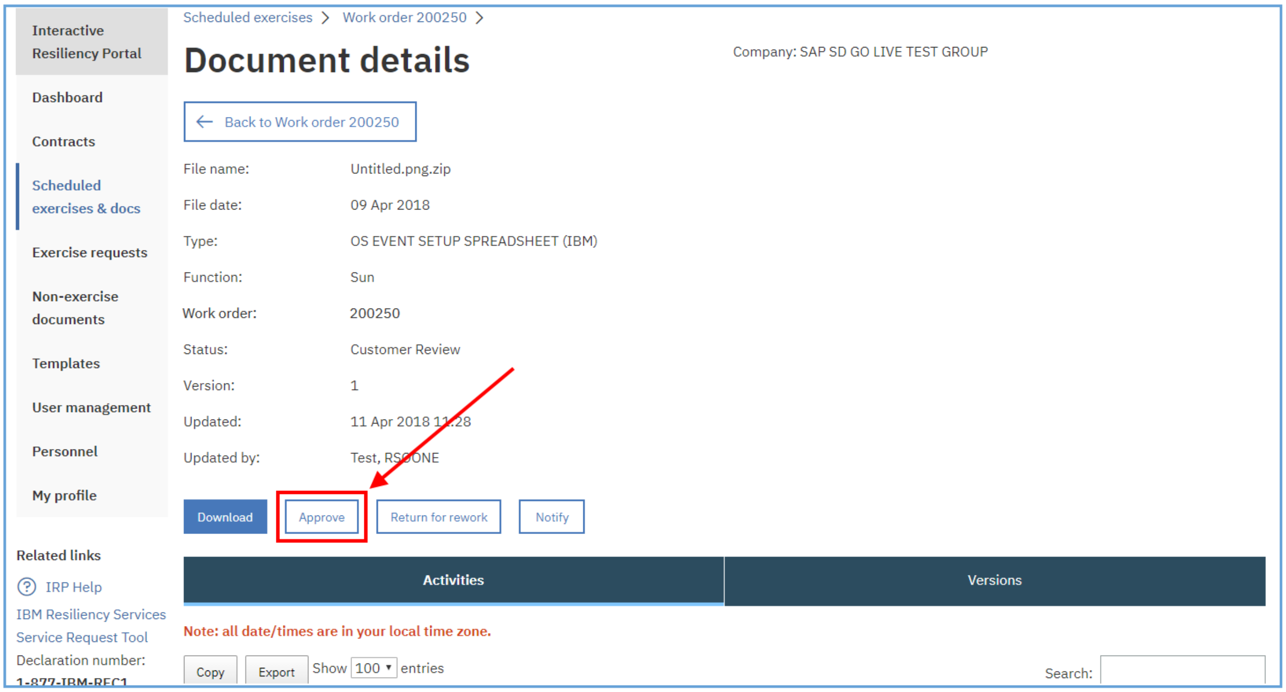


The "Document details" screen allows the client to:

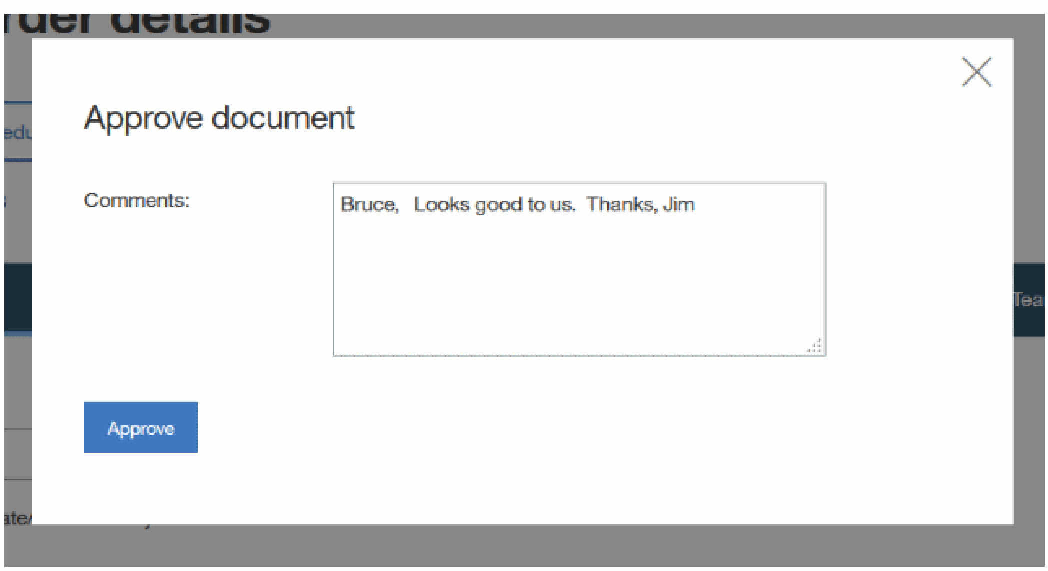
- **Download** - Download the document for review.
- **Approve** - Allows workflow to move the setup document to final, or gold copy, status.

- **Return for rework -** Returns the document to the SDPA for rework. Client is to use "Comments" section of the "reject" window to specify what needs to be done to gain approval.
- **Notify -** Allows client to pose a question or pass along comments.

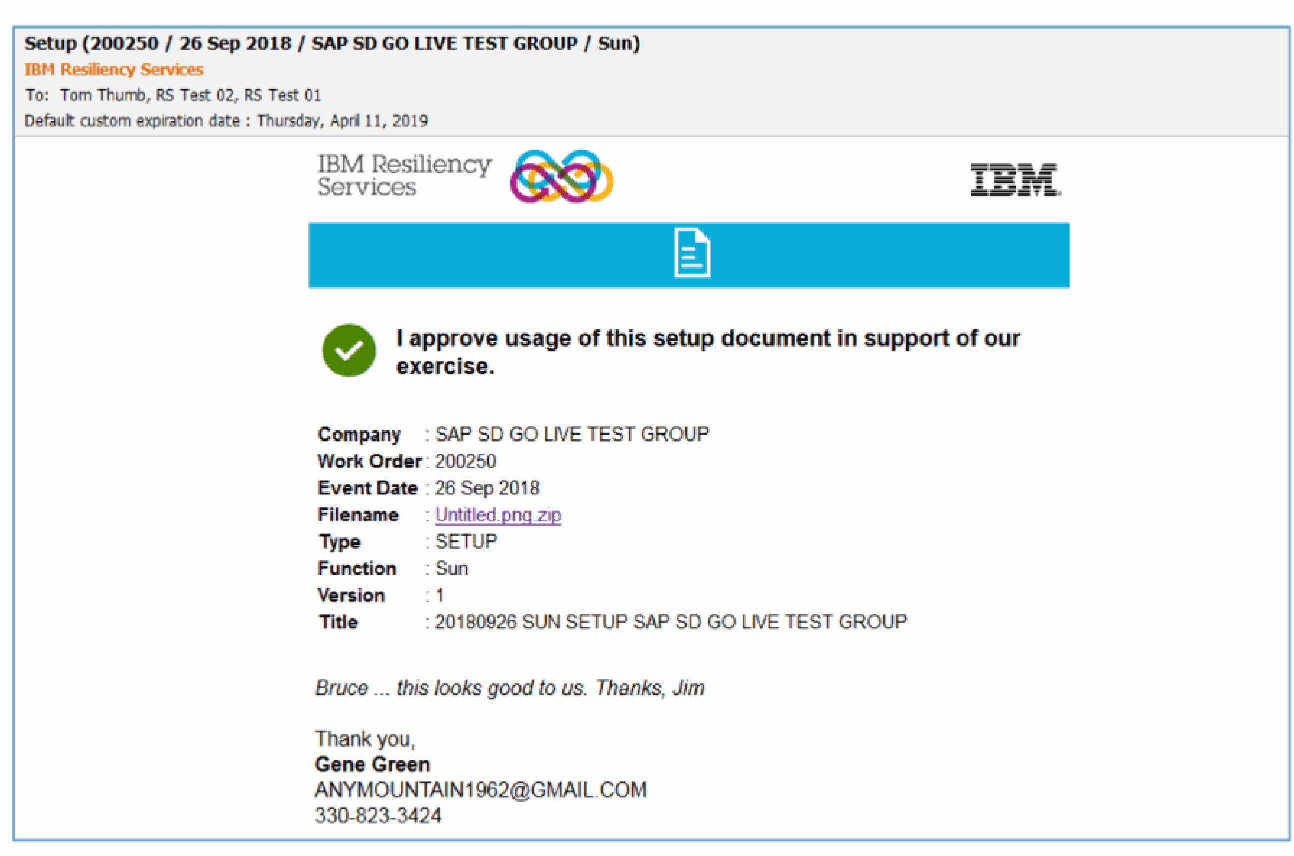
In this case, I'm providing the following image showing client approval.



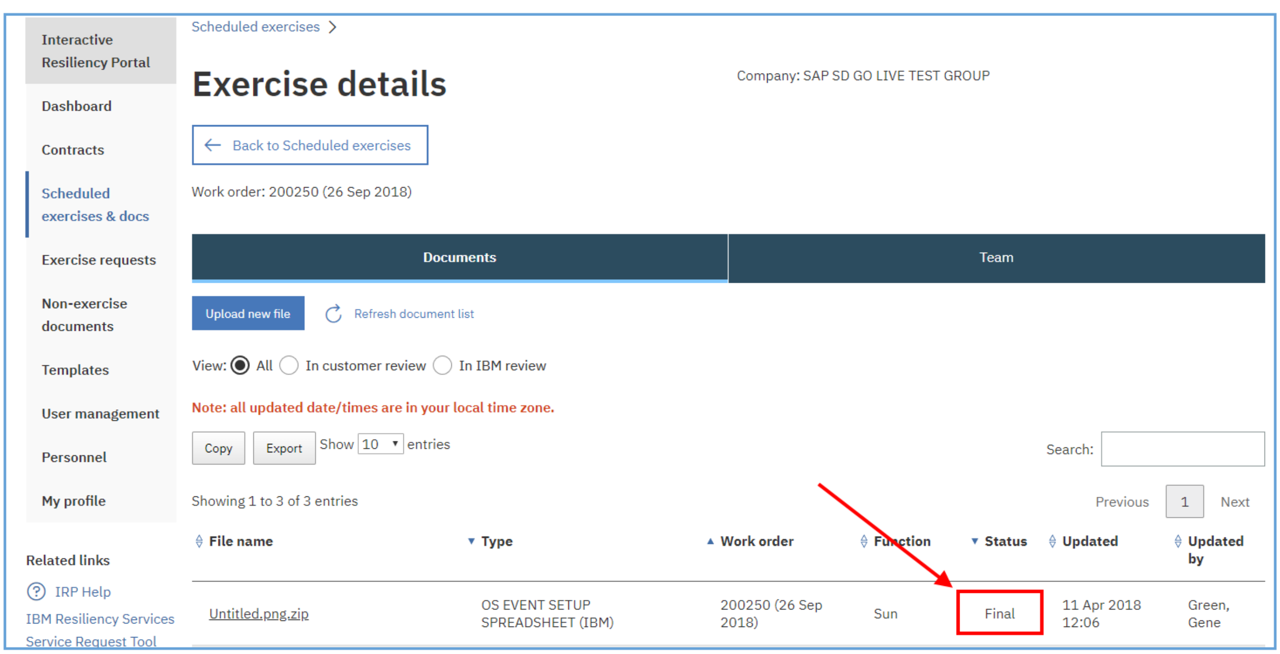
When approving, a notification is generated for which the client may add comments that, as with other comments, will be added to the document's "comment log".



The notification the SDPA receives will look like this with an identifying subject line, a URL to take the SDPA directly to the document, and supporting comments.



And finally, the "gold copy". Note that it is in "Final" status. Both IBM Business Resiliency Services and our client have approved this setup document and it will be used as the baseline for setting up and managing an exercise.



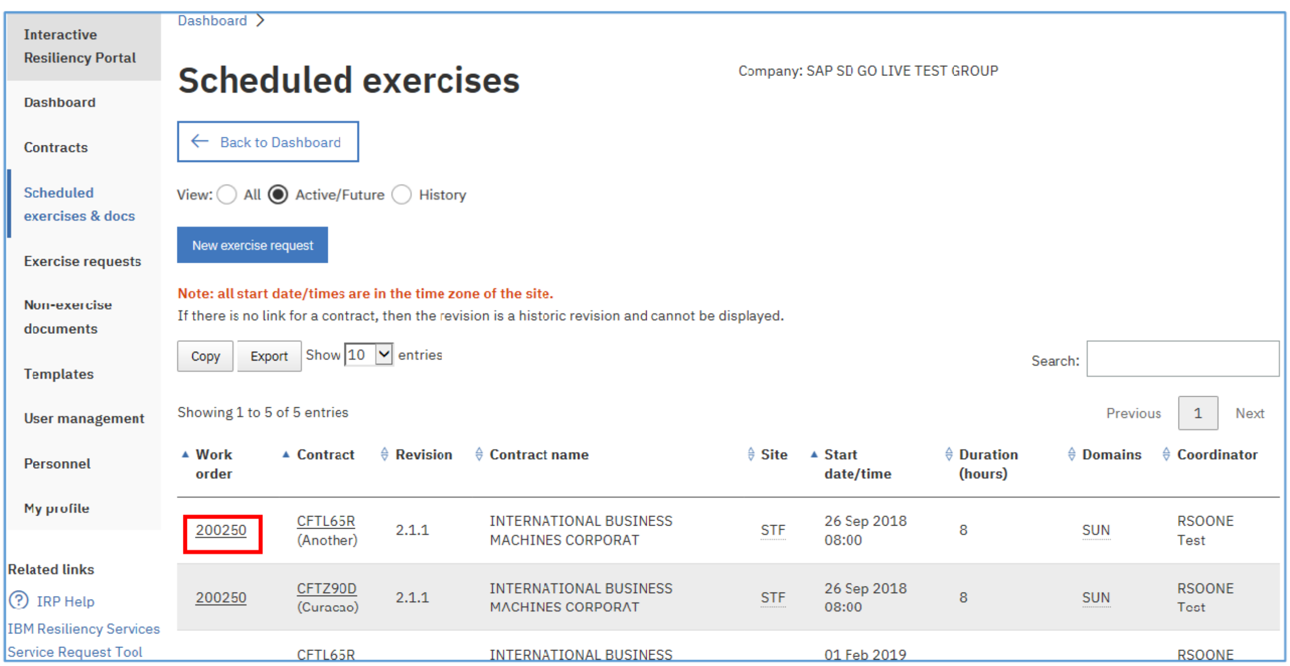
8.5 Document versioning

Another important concept to know in effectively managing documents in IRP is **versioning**. All documents are intended to have a single footprint in IRP document lists. When new versions of a document are uploaded, previous versions of the document drop down a level, but still remain available if needed. Versioning is supported for both exercise documents and non-exercise documents.

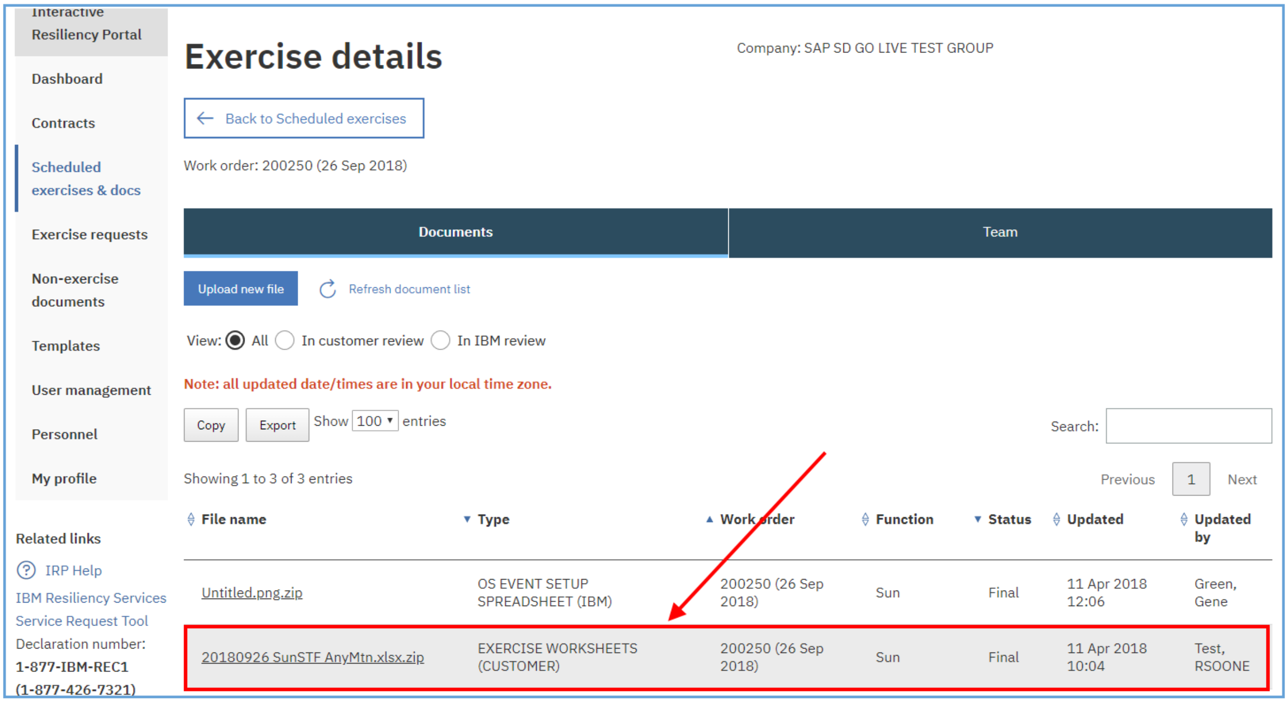
Exercise documents are either worksheets created by the Client Coordinator or setup documents created by the IBM Business Resiliency Services' pretester. New versions of these documents can be created while retaining access to prior versions. From one footprint in the document list found within "Scheduled exercises", a new version of a worksheet can be created by the Client Coordinator and a new version of a setup document can be created by the IBM pretester.

NOTE: An IBM pretester may create a new version of a setup document if it is in either "IBM Review" or "Customer Review" status, by selecting "Return for rework" and providing proper supporting comments.

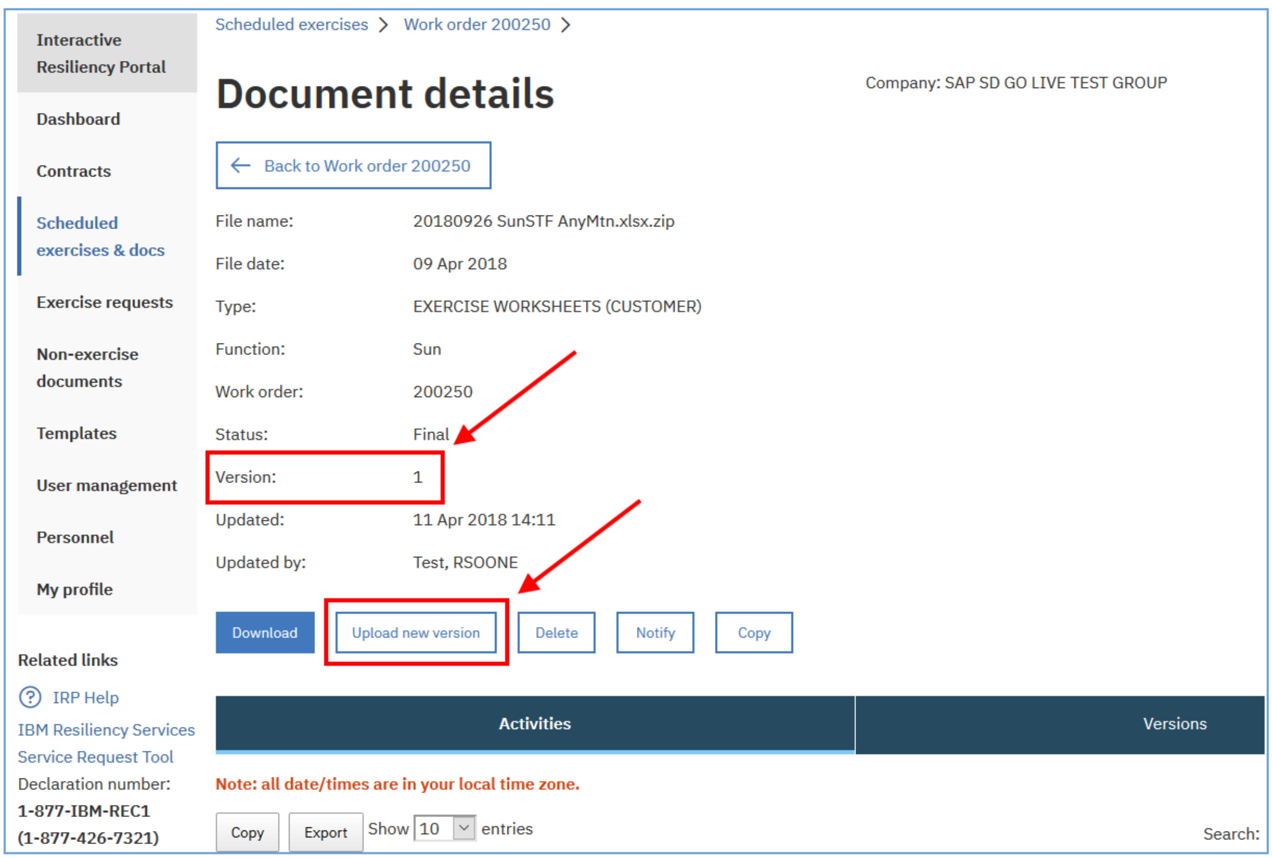
In this example of versioning, a worksheet is used. The same approach is used for creating a new version of a setup document. Versioning starts with selection of a "Scheduled exercise & docs" in order to find a document for which the new version was created.



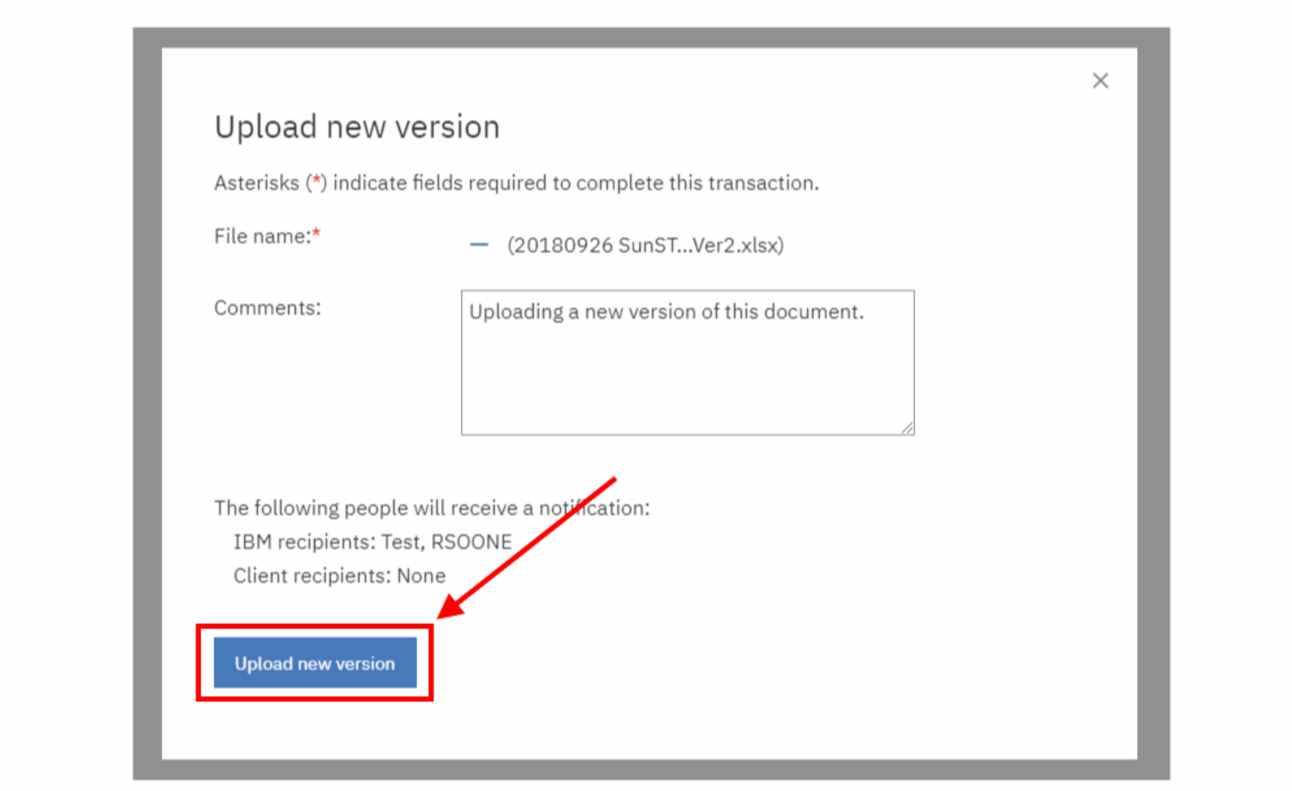
Selection of the work order will provide a list of documents associated with the work order. Select the document for which a new version is to be applied.



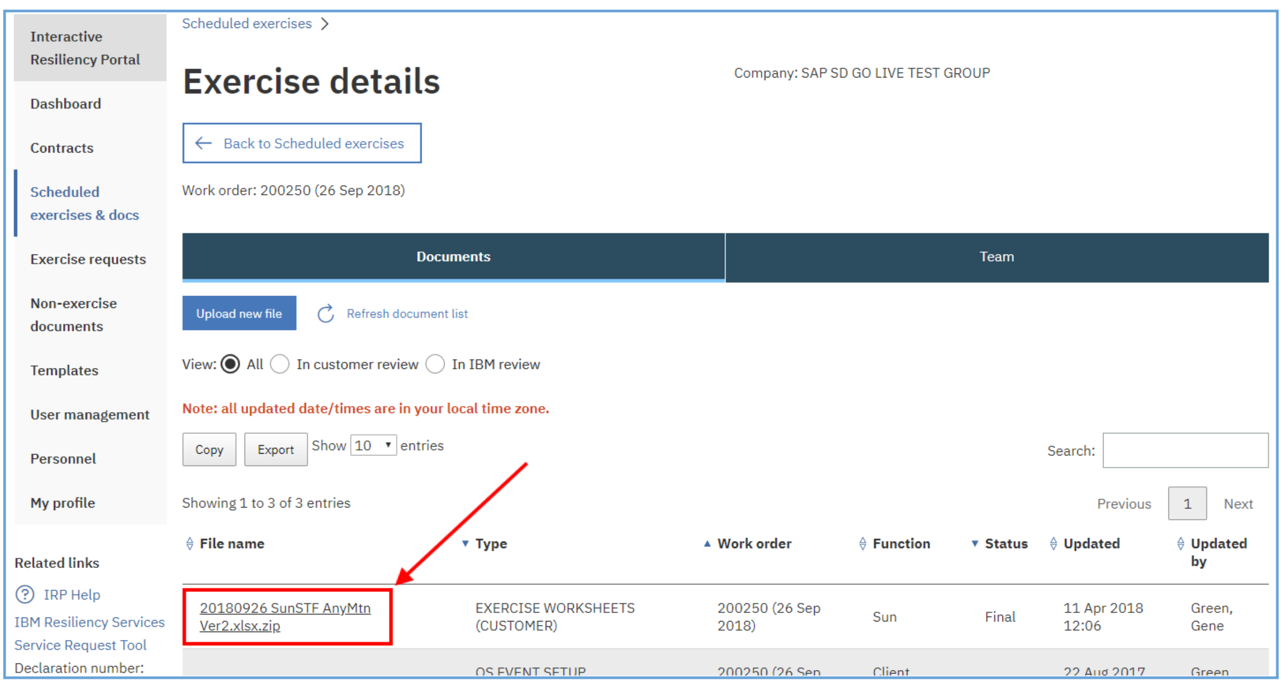
In this example, it is version 1 of the document, but there is an option to "upload new version".



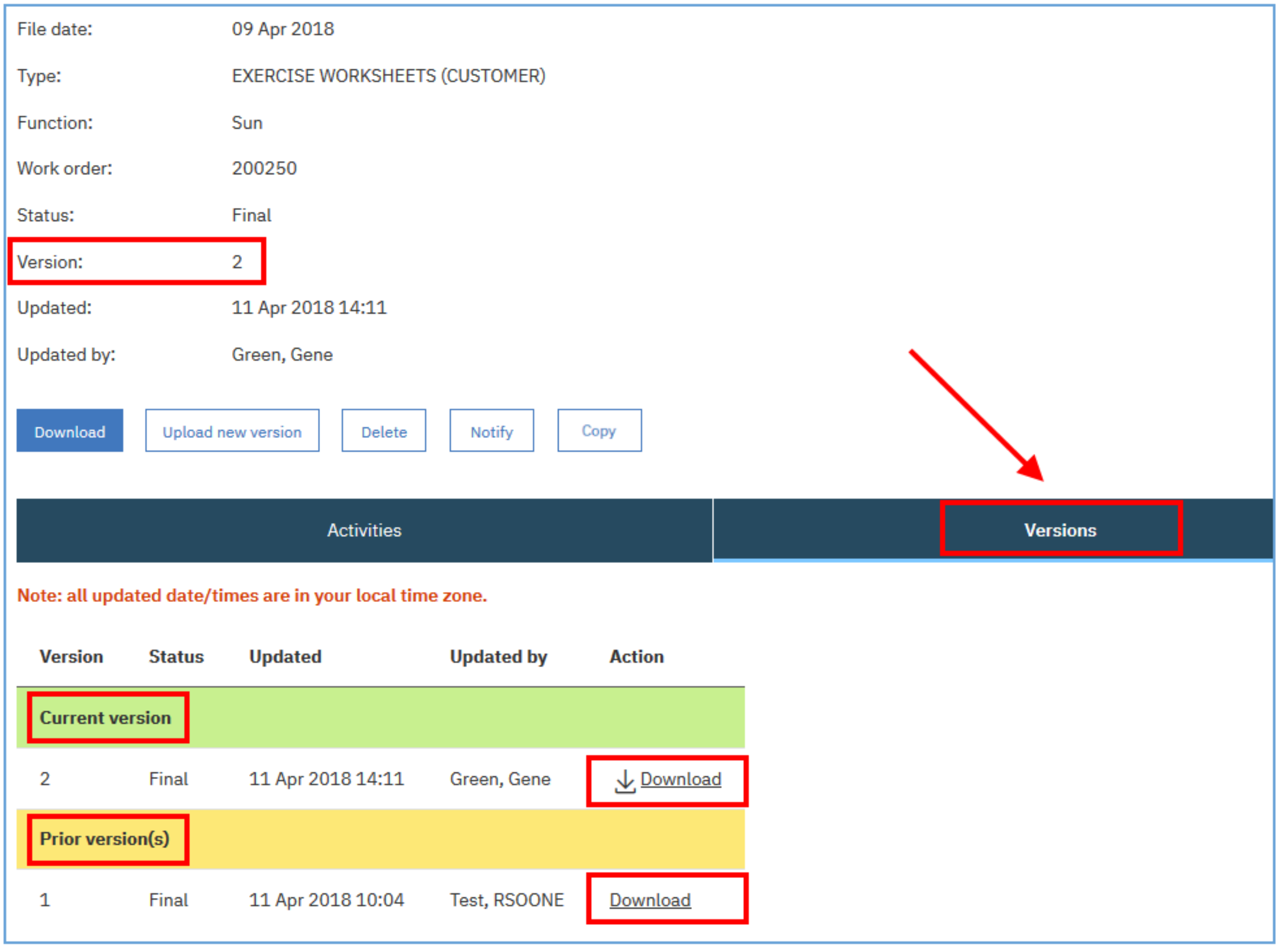
Uploading a new version of the worksheet will prompt a notification to be sent to the SDPA. If it had been the pretester uploading the new version of a setup document, the process would be similar and would also end with a notification to the SDPA.



To see both the current version of the document and the previous version, start from the document reference in "Scheduled exercises & docs" as seen here:

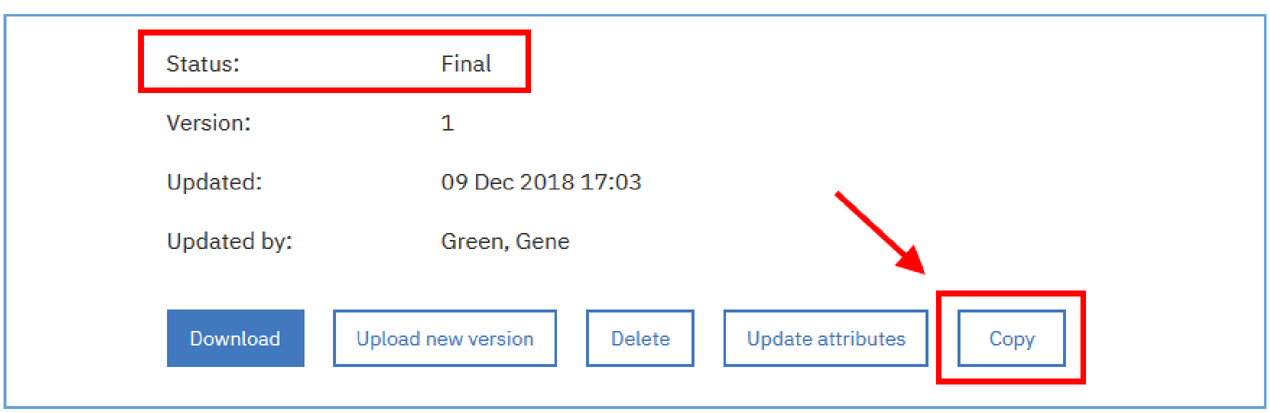


Select the "Version" tab. From there, you'll be able to download both the current version and the previous version as shown here:

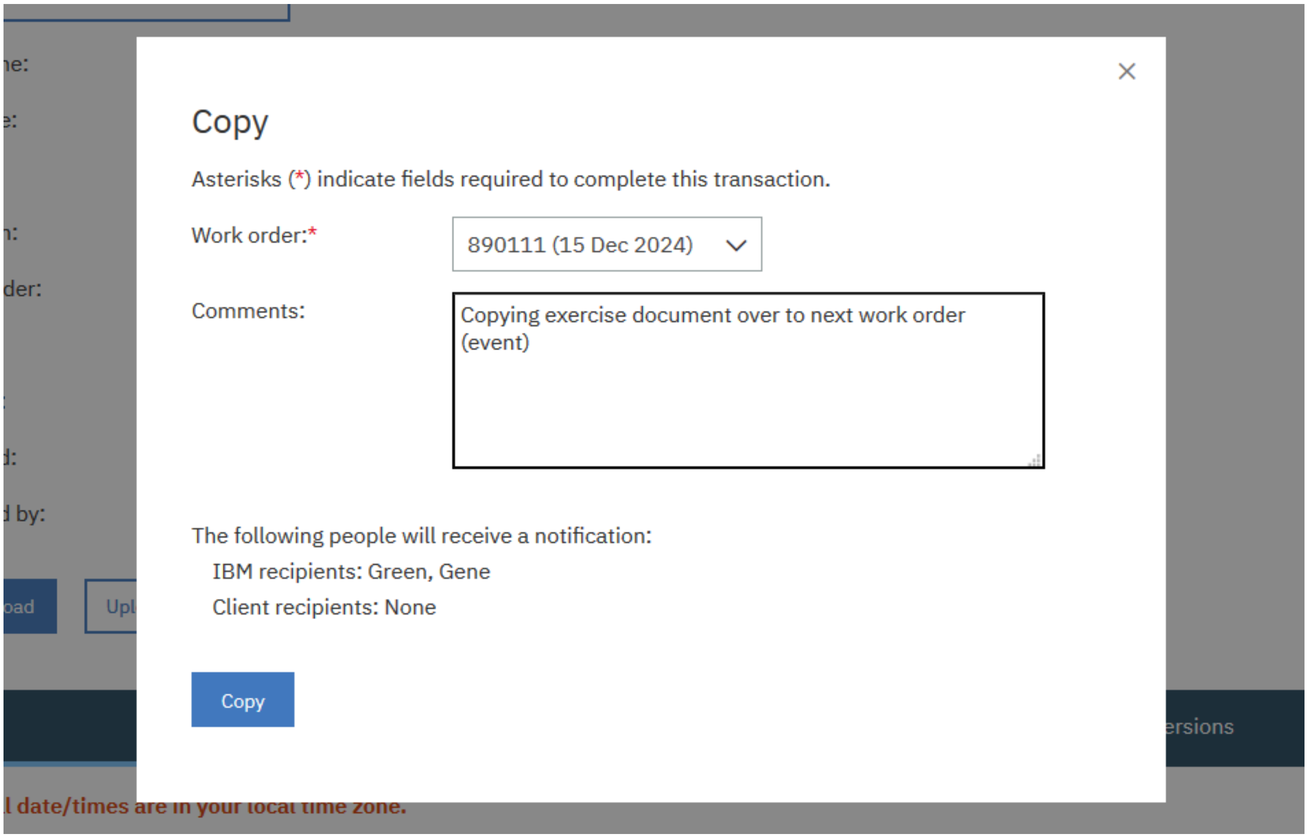


8.6 Copy a document

The Copy document feature allows an exercise document to be copied from one work order to another. From the details page of a scheduled exercise document, a Copy button will be available for documents in a Final status. Additionally, users can only copy document types they are authorized to upload. A Copy button will not be displayed otherwise.



Choose a work order to copy the document to. This will create a new instance of the file for the exercise. The document copied is now managed on the selected work order independently. Additionally, comments can be added which will be sent to anyone receiving notifications based on team member assignment.

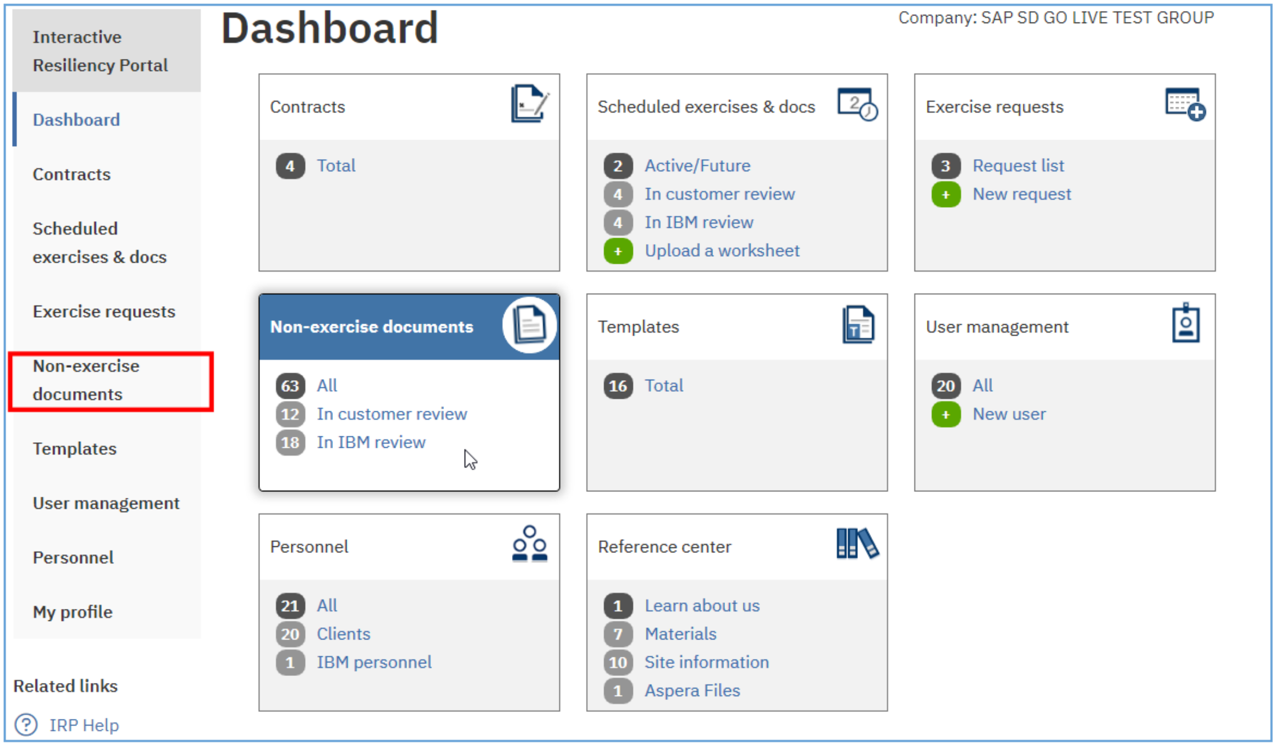


9. Non-exercise documents

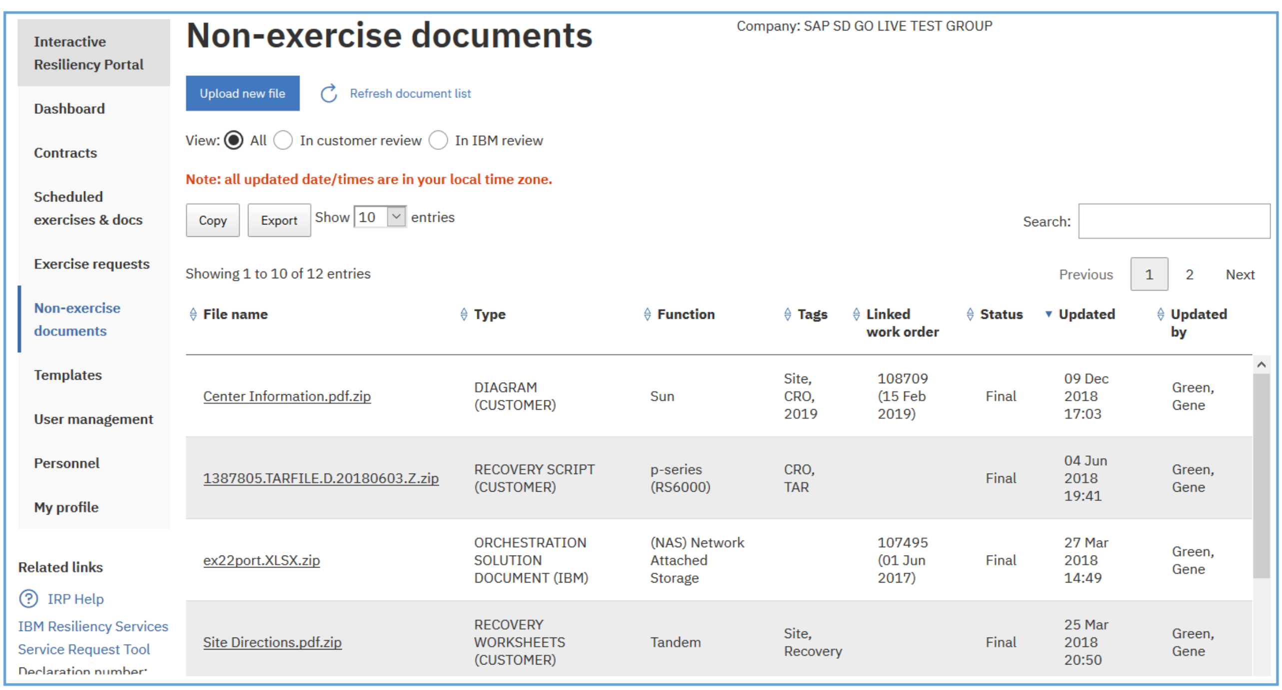
"Non-exercise document" is a bit of a misnomer in that some of these documents can be used in an exercise or a recovery, HOWEVER, **they are managed in an ongoing way even if there is no scheduled exercise.** Non-exercise documents are documents that are created and managed separate from the exercise planning process and may be used at any time. They are "recovery ready" documents. Examples are documents like recovery plans, system diagrams, inventory lists, and recovery worksheets. **NOTE: There is an important distinction to be made between recovery worksheets and exercise worksheets. While exercise worksheets are created for a particular exercise, recovery worksheets are ones that the client commits to keep current as part of their change control process. As a result, recovery worksheets are always ready to use for an exercise.**

Non-exercise documents are found by accessing the "Non-exercise documents" portlet and selecting the "Total" view or by using the navigational area for "Non-exercise documents" which will take the user by default to the "Total" view. Non-exercise documents are currently able to be uploaded only by a client.

Note that the portlet in this image allows selection of documents in "Customer review" or "IBM Review". Currently, only those clients using Orchestration will have documents going through review. As the "Non-exercise documents" capabilities increase, more documents will be able to be reviewed for approval.

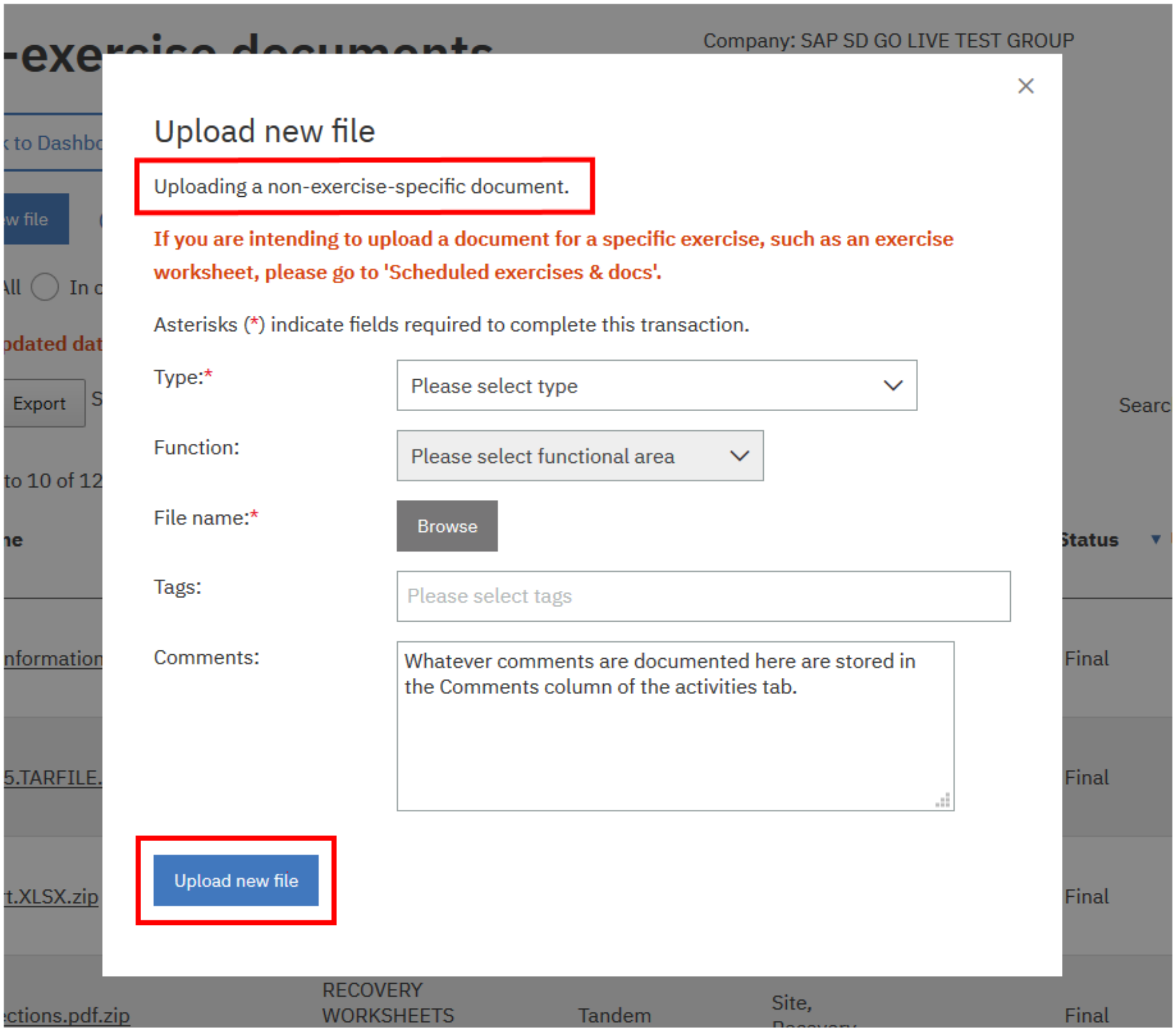


Here is a sample view of non-exercise documents. The search, sort, and "show entries" functions work the same here as in other areas of IRP.

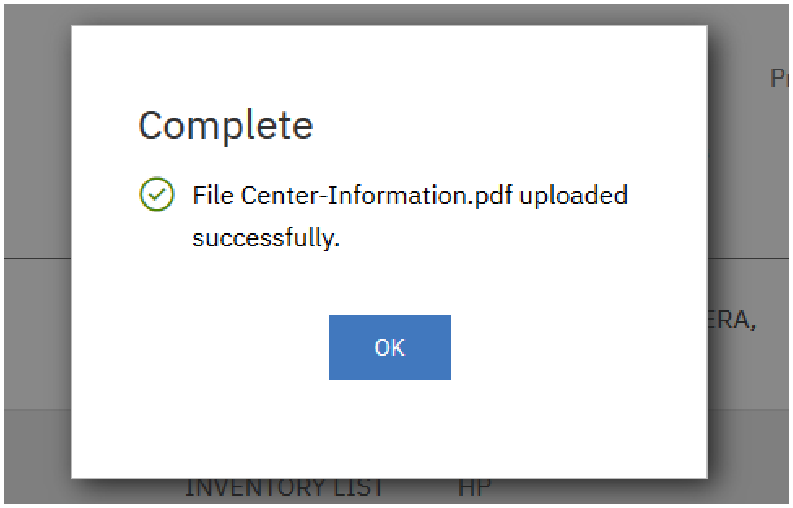


9.1 Uploading a non-exercise document

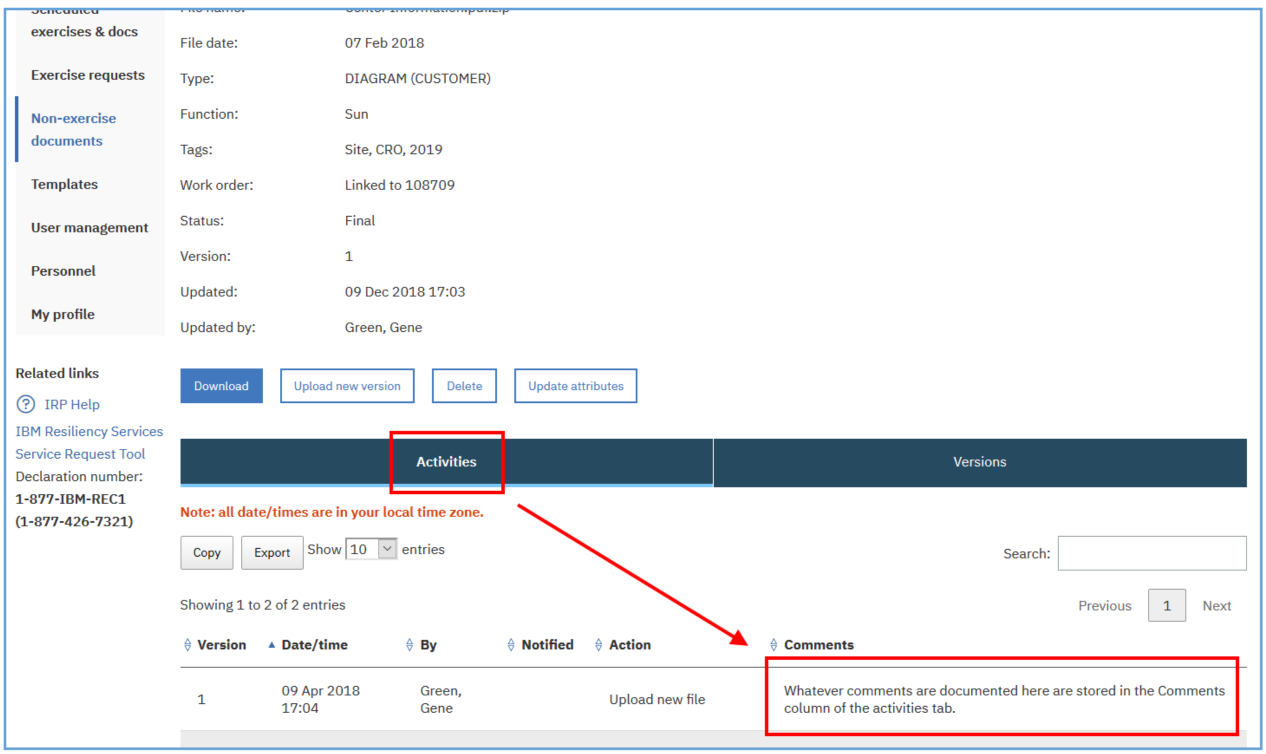
From the above screen you'll see an "Upload new file" button which is used to store a Non-exercise document. Here is what you'll see when starting an upload:



"Function" and "Type" have selectable fields by clicking on the dropdowns as shown above. "Function" is an optional field for a non-exercise document. "Type" and "File name" are required. "File name" is provided from the file to be uploaded from the user's storage after clicking on the "Browse" button. "Tags" are optional values to allow you to describe and categorize the file with single word tags. Choose existing tags from the select list or type in a new option. Use a comma, space, or the Enter key to select and separate tag values. The "Comments" field is optional, but if used, the comments will be stored for future reference in the documents "Activities" tab under the "Comments" column. When successfully uploaded, the user will receive this confirmation.

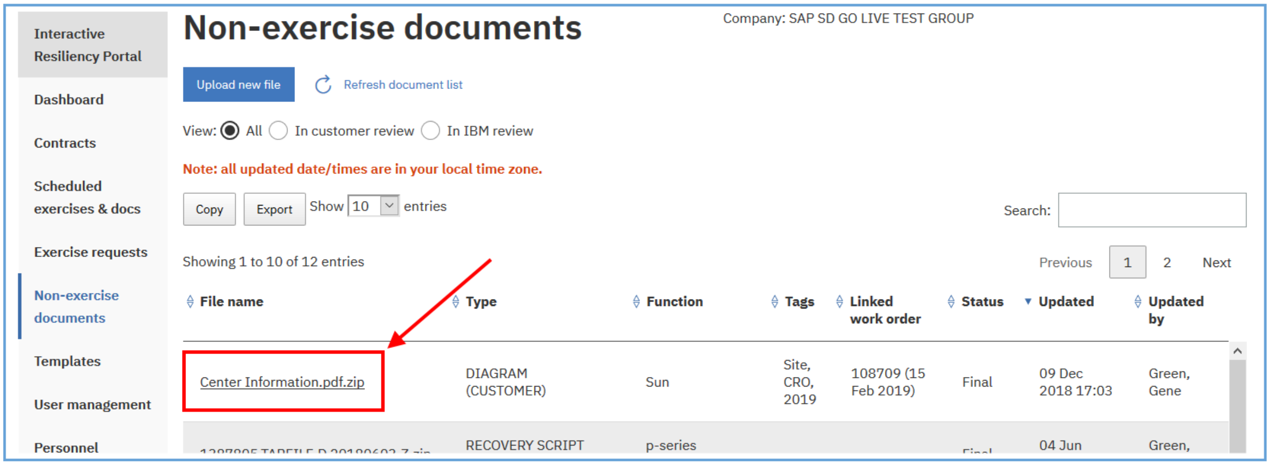


Here's a sample image showing the "Comments" under the document's "Activities" tab. This is found after selecting the document from the list of non-exercise documents.

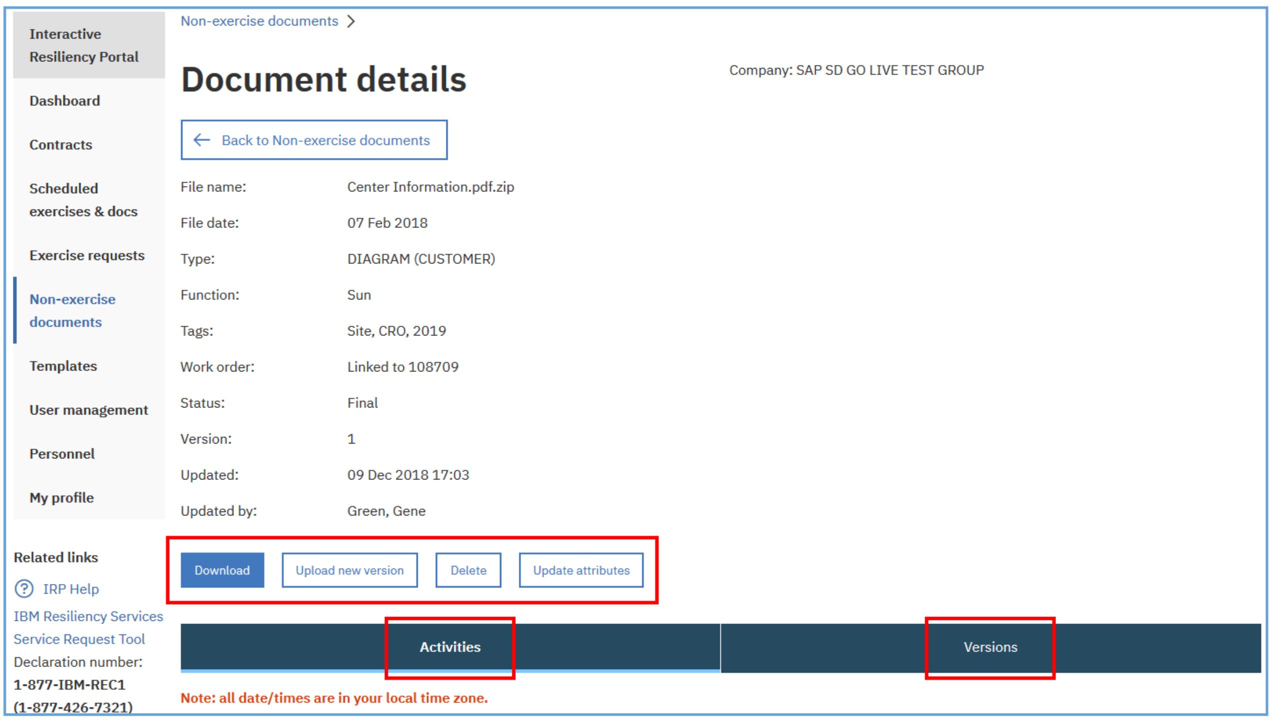


9.2 Downloading a non-exercise document; Comment log; Versioning

From document list, select the document of interest.



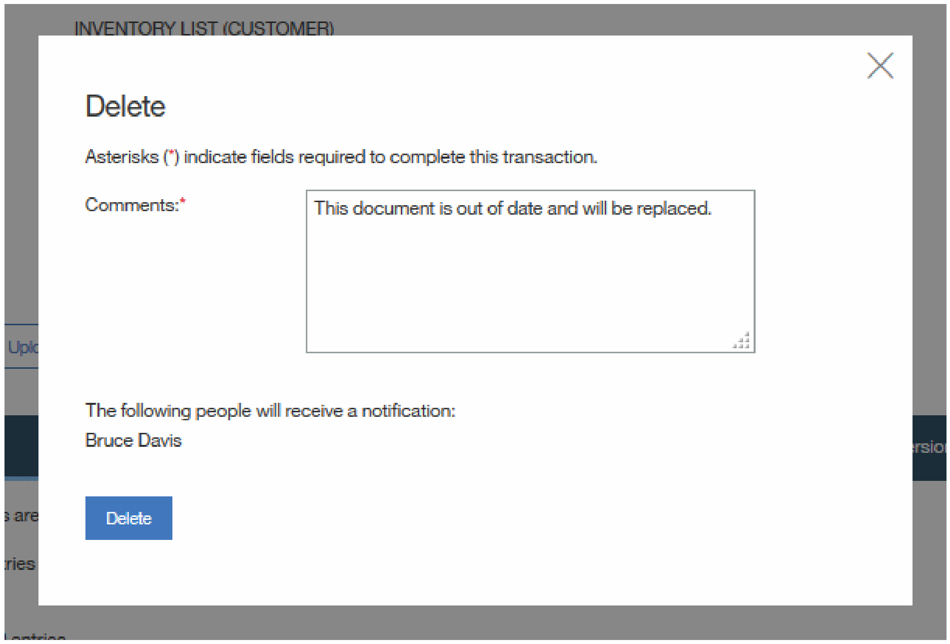
Then click on the file name of the document to be downloaded. You'll be presented with this screen:



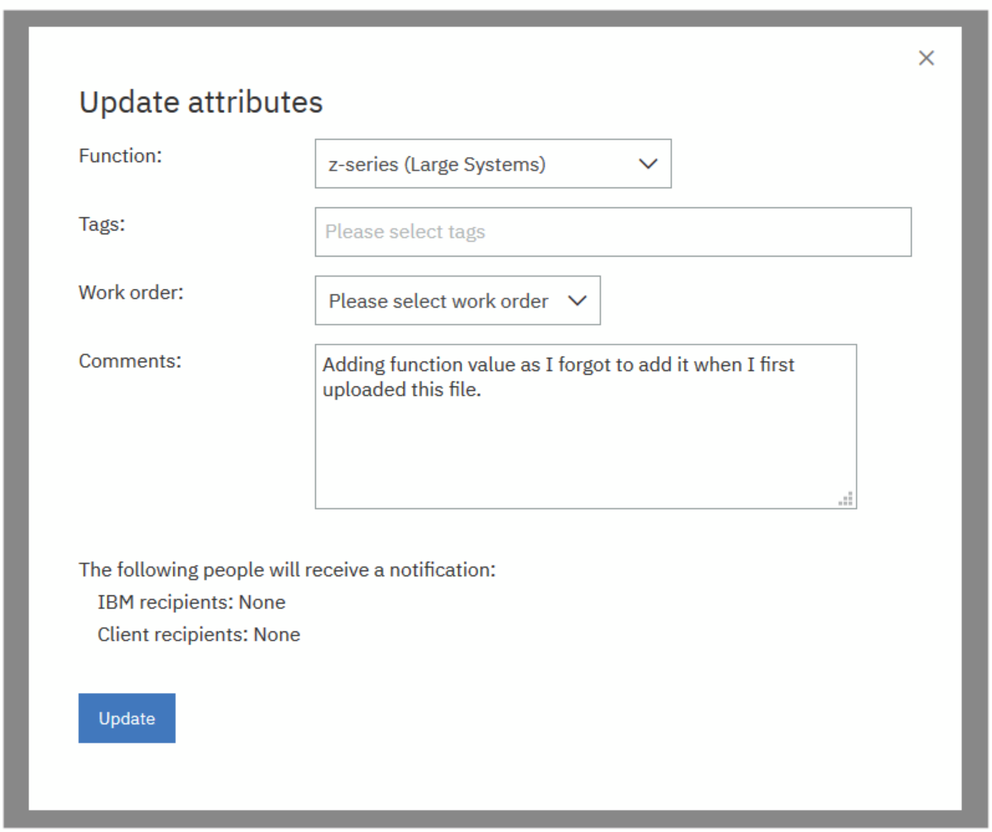
From here, you can do six things:

1. **Download -** Download the document for review.
2. **Upload new version -** Upload a new version of the document. The previous version is also saved.

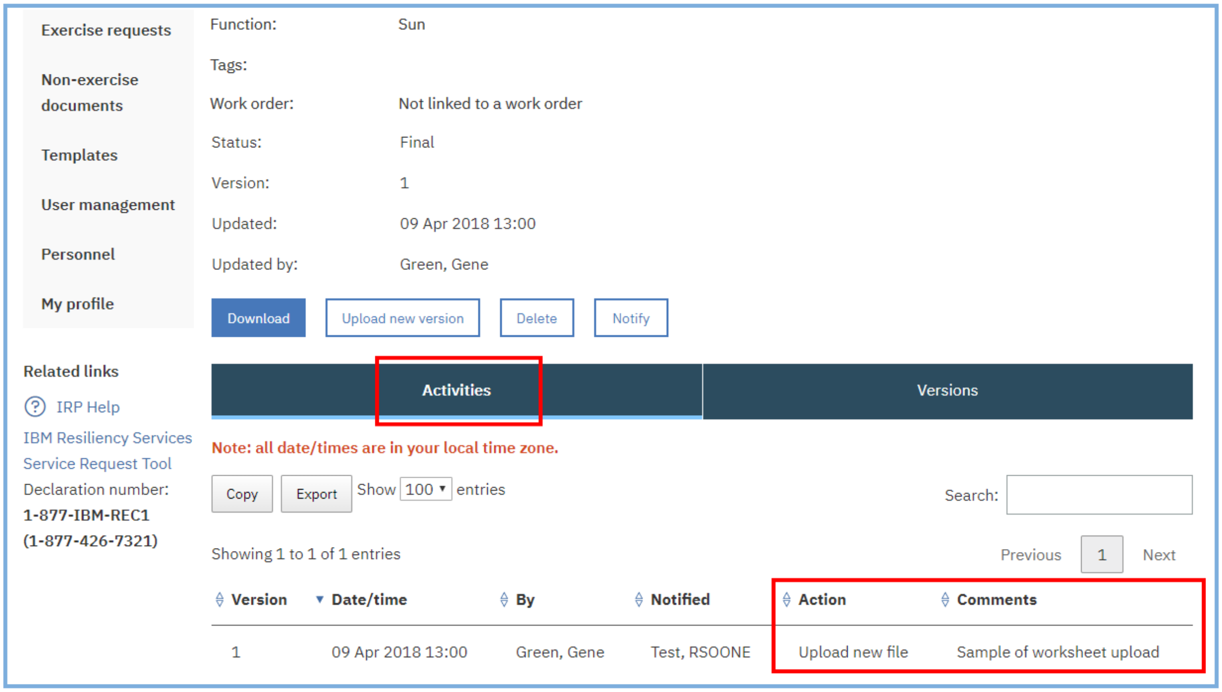
3. **Delete -** The file creator may "delete" the document.



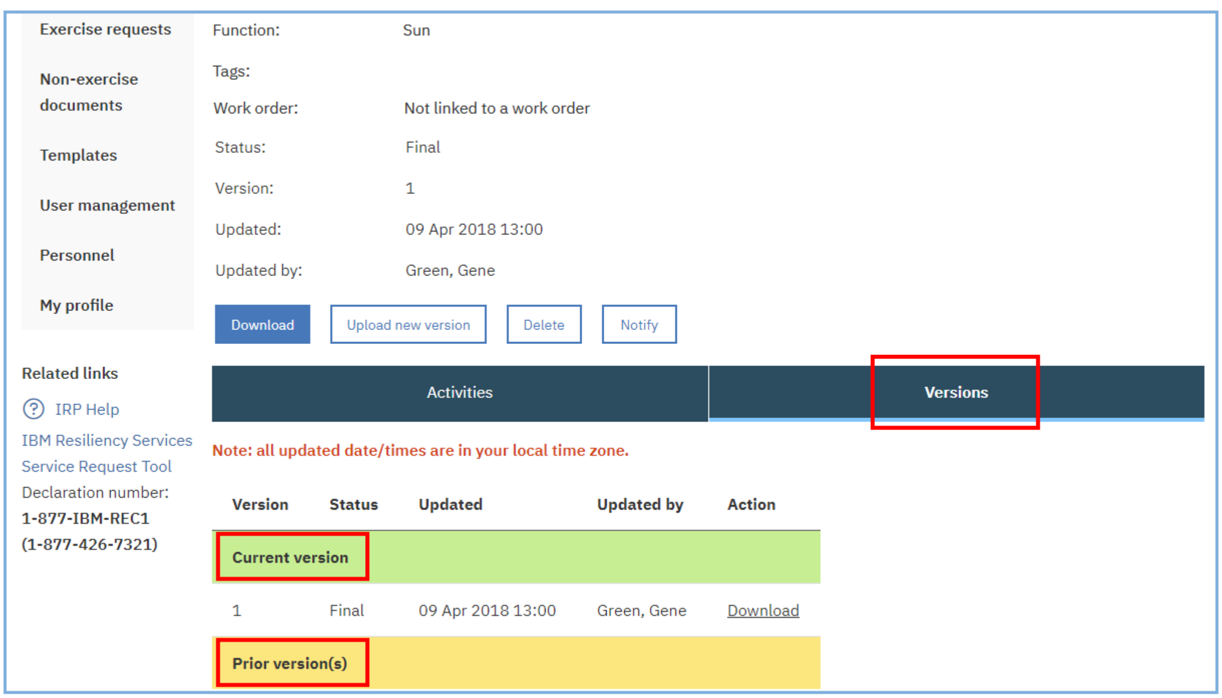
4. **Update attributes -** This allows a change to the "Function" attribute or the ability to link the document to a work order. Refer to the "linking to a work order" section for more details. Update attributes may also include an additional comment to be stored with the new version of the document. The "Type" of document cannot be changed here, however. This action is completed by clicking on the "Update" button.



5. **Activities -** This is one of two tabs that can be selected and is the default when opening "Document details". It will show comments associated with the version of the document.



6. **Versions -** If this tab is selected, it will show the document and its previous versions (if any). The example in this image does not have a prior version, but if it did, it would be visible and selectable. See the next section for more information about versioning.

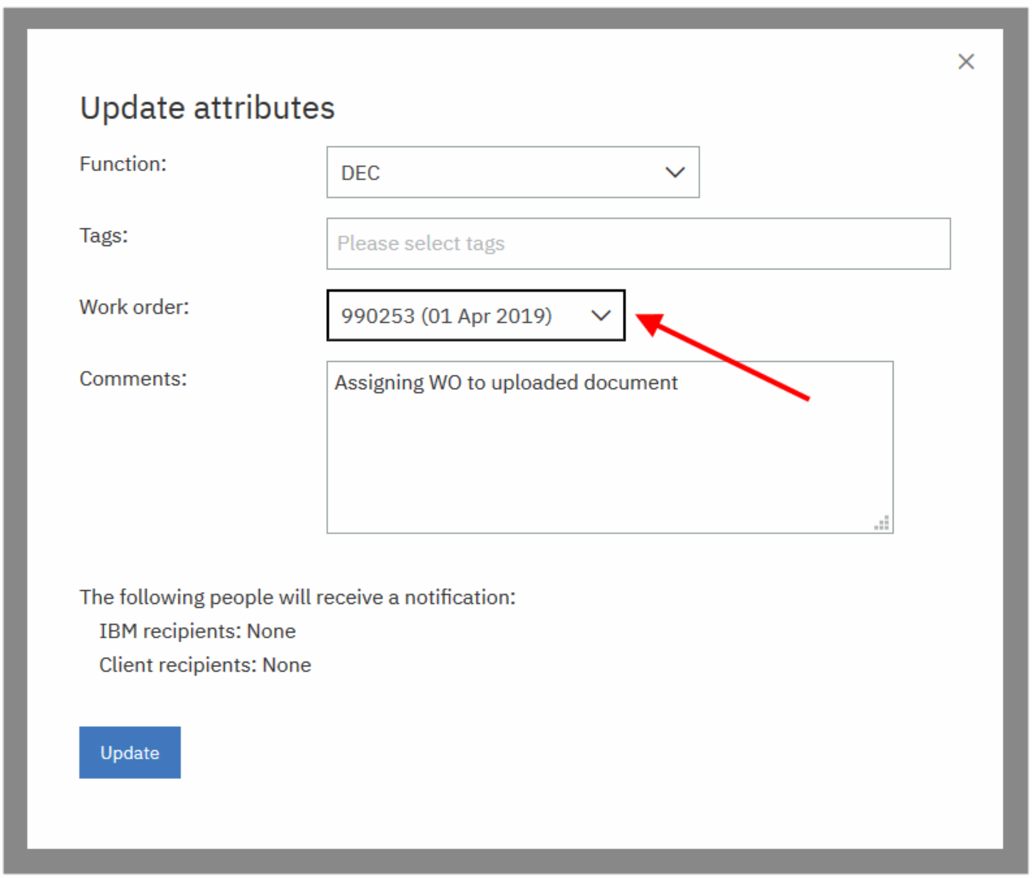


9.3 Versioning for a non-exercise document

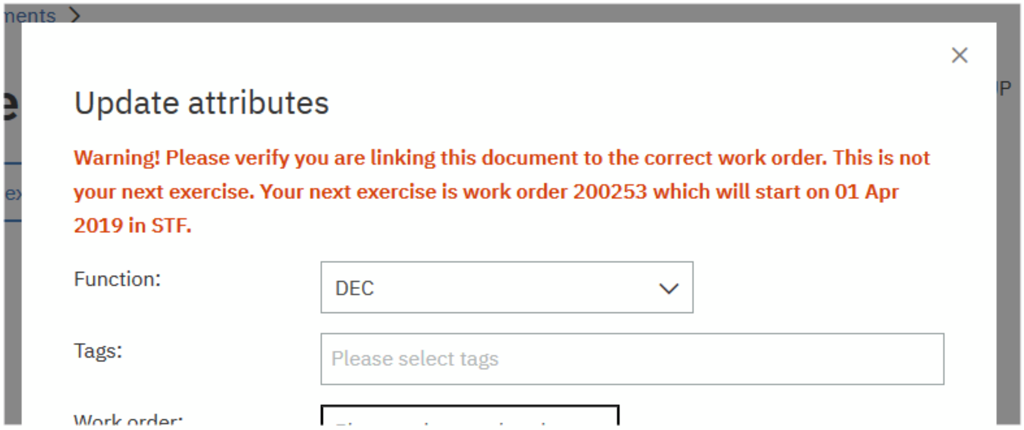
Versioning is handled the same as it is for an exercise document (see previous section for "Versioning for an exercise document").

9.4 Linking a non-exercise document to a work order

If you wish to make a non-exercise document available during an exercise, it is possible to link recovery documents to a specific work order. From a document's detail page, utilize the "Update attributes" button. On the attribute overlay, select a work order to link the document to. Saving this will now display the document within the exercise details screen. To unlink a document, do just the reverse and unselect the work order from the attributes screen.



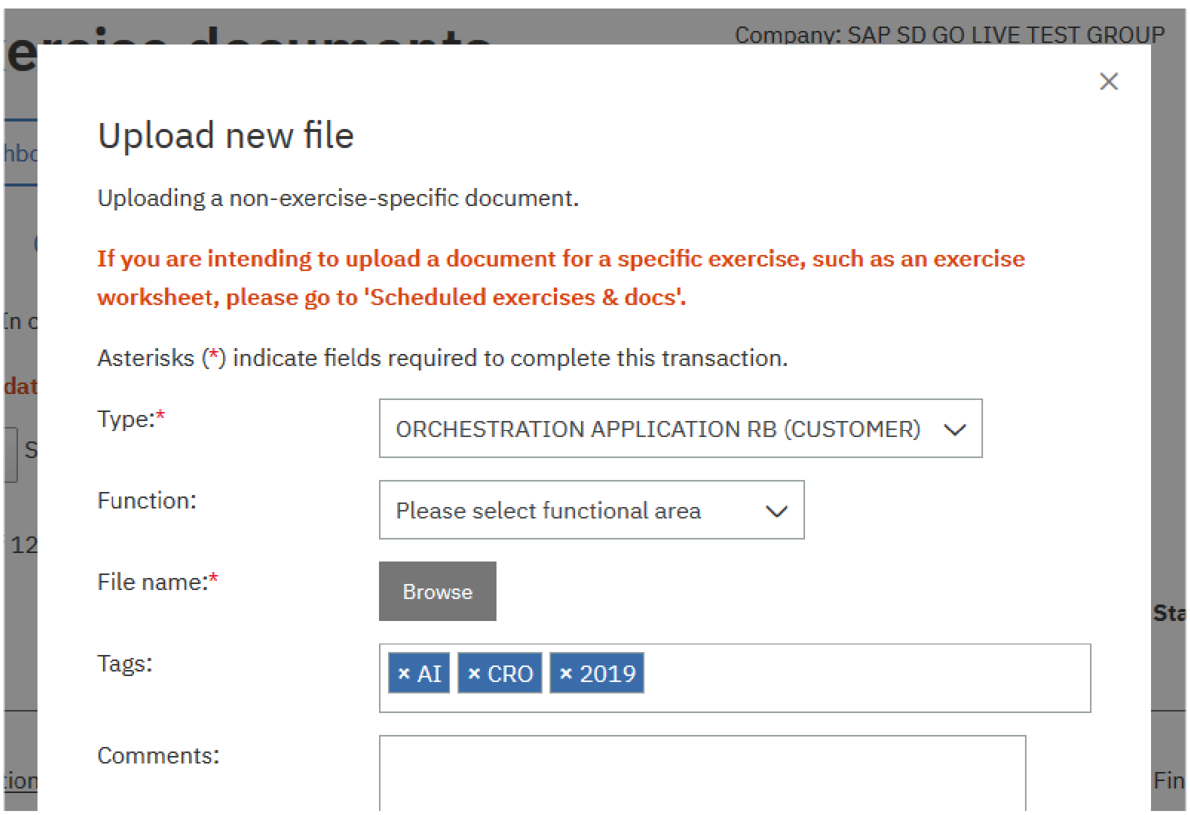
A warning message will be displayed if selecting a work order which is not the next scheduled exercise. However, this can still be set as needed.



9.5 Document tagging

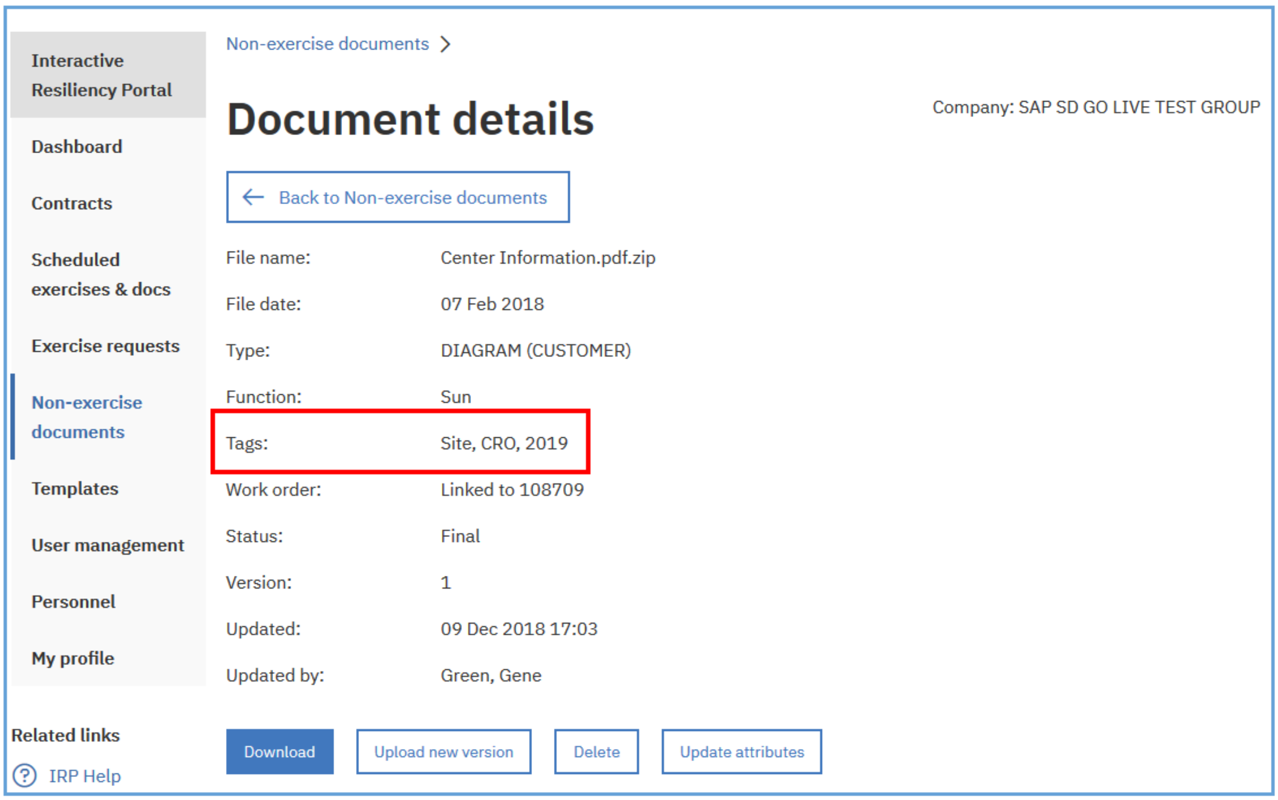
Adding tags to an uploaded file can be done for non-exercise documents. Tags allow you to add a more personalized categorization to any documents uploaded.

The following image depicts the use of tags for an uploaded document. The user has selected and entered three tags to help identify this document file.



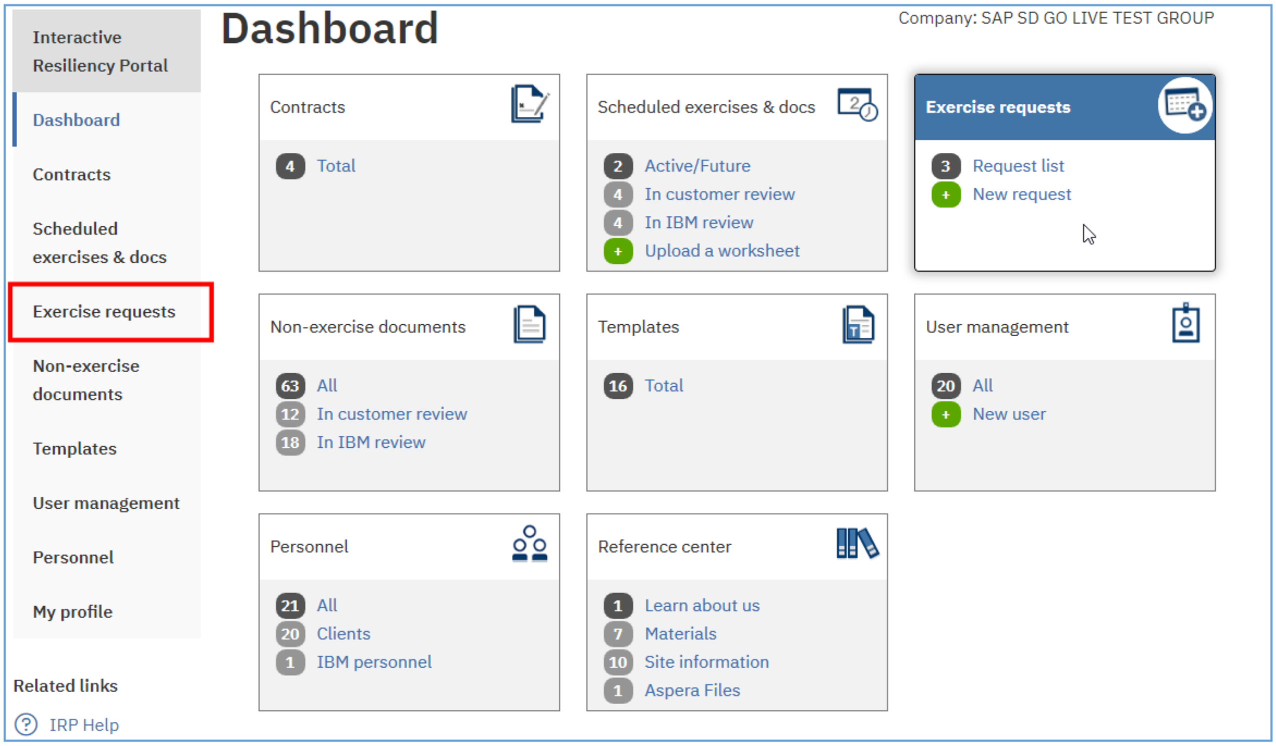
Tags applied to a document will be seen in the file listing page, as well as on the document details page as seen in the following two screen images.

File name	Type	Function	Tags	Linked work order	Status	Updated	Updated by
Center Information.pdf.zip	DIAGRAM (CUSTOMER)	Sun	Site, CRO, 2019	108709 (15 Feb 2019)	Final	09 Dec 2018 17:03	Green, Gene
1387805.TARFILE.D.20180603.Z.zip	RECOVERY SCRIPT (CUSTOMER)	p-series (RS6000)	CRO, TAR		Final	04 Jun 2018 19:41	Green, Gene
ex22port.XLSX.zip	ORCHESTRATION SOLUTION DOCUMENT (IBM)	(NAS) Network Attached Storage		107495 (01 Jun 2017)	Final	27 Mar 2018 14:49	Green, Gene

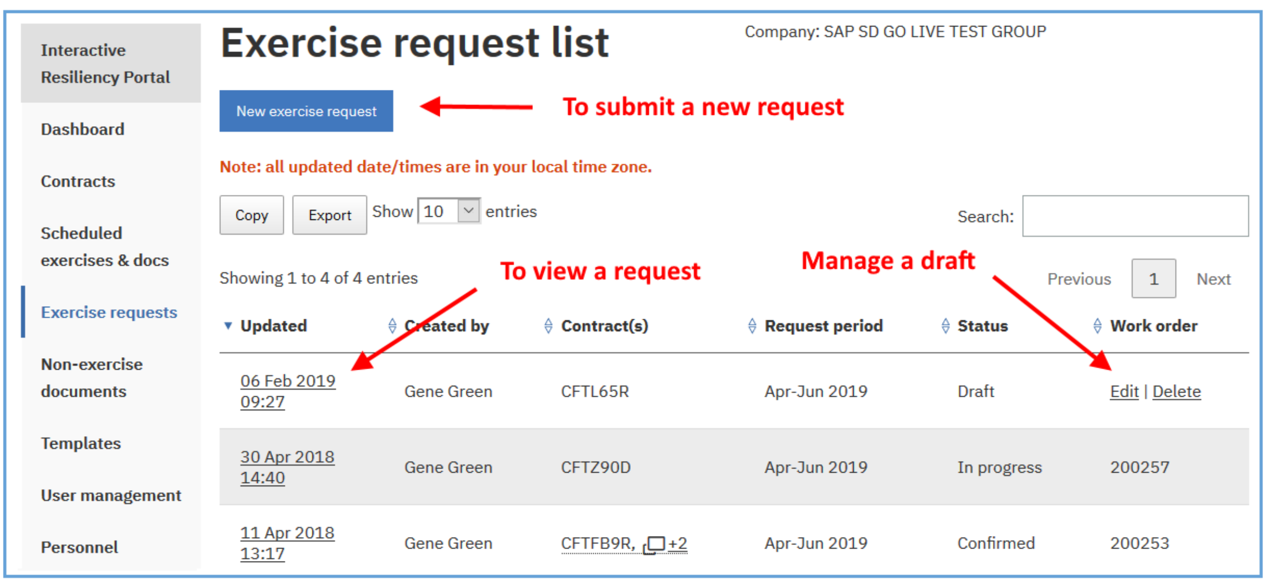


10. Exercise requests

IBM Business Resiliency Services clients with Coordinator authority in IRP have the ability to submit requests to schedule an exercise through IRP. Users with this authority will see a portlet on the Dashboard, as well as a menu item in the navigational area.



Selecting either the left navigation menu item or the Request list link on the dashboard, will display the Exercise request list page. From here you have the opportunity to **submit a new exercise request**, **review an existing request**, or **manage a saved draft**.



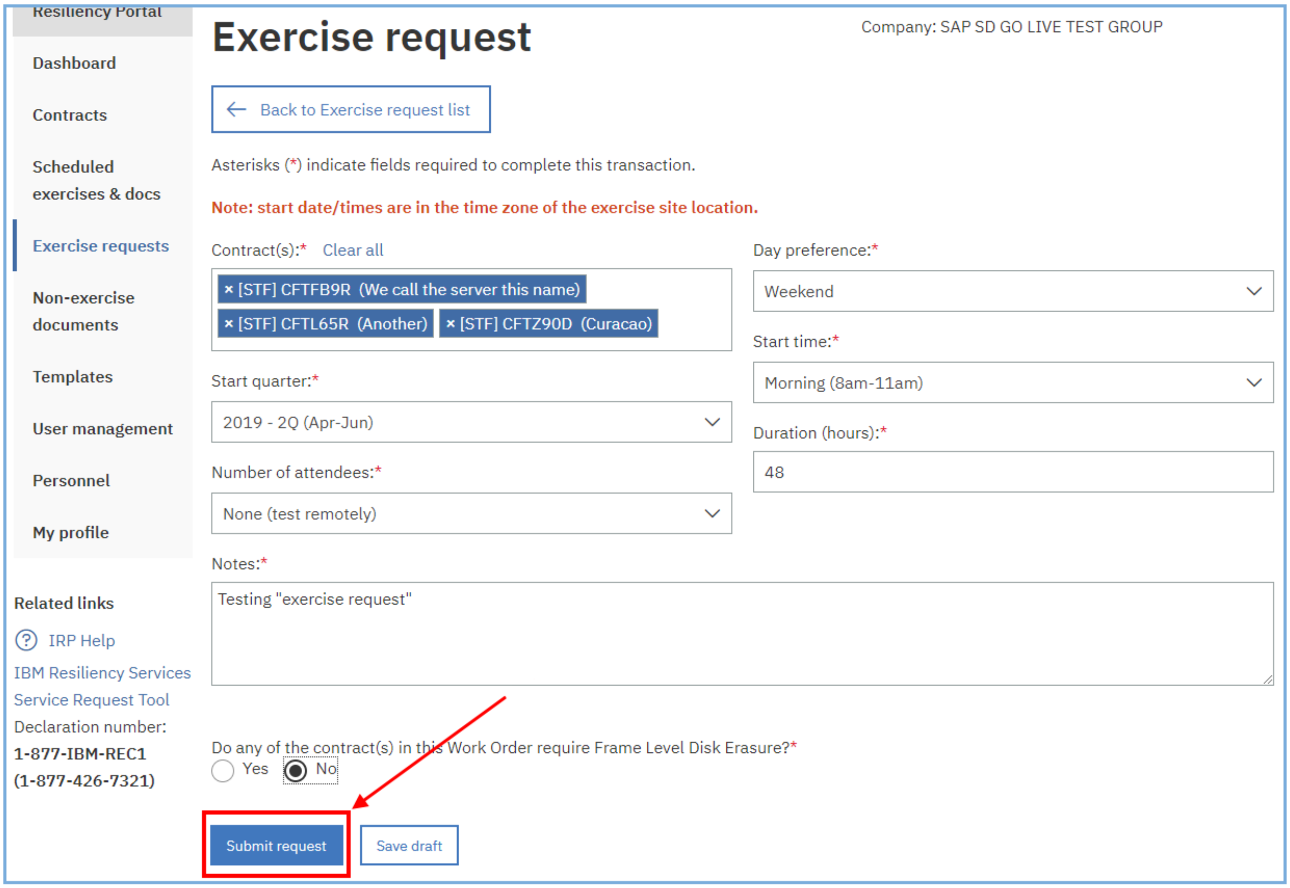
From the "Exercise request list" page, you can perform a number of functions relating to exercise requests:

1. **View request list -** This provides a list of your IRP-submitted requests. Click on the Updated date value to view the details of a specific request.
2. **Create new request -** This will permit you to submit a new exercise request.

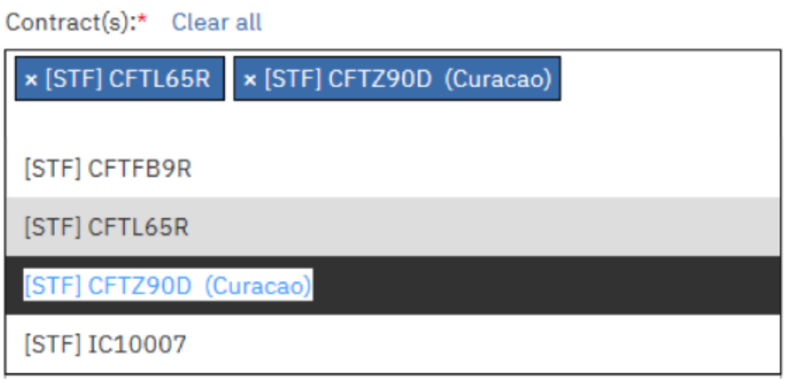
3. **Edit and delete drafts -** Any draft exercise requests can be viewed, edited, or deleted from the list screen.

10.1 Create a new exercise request

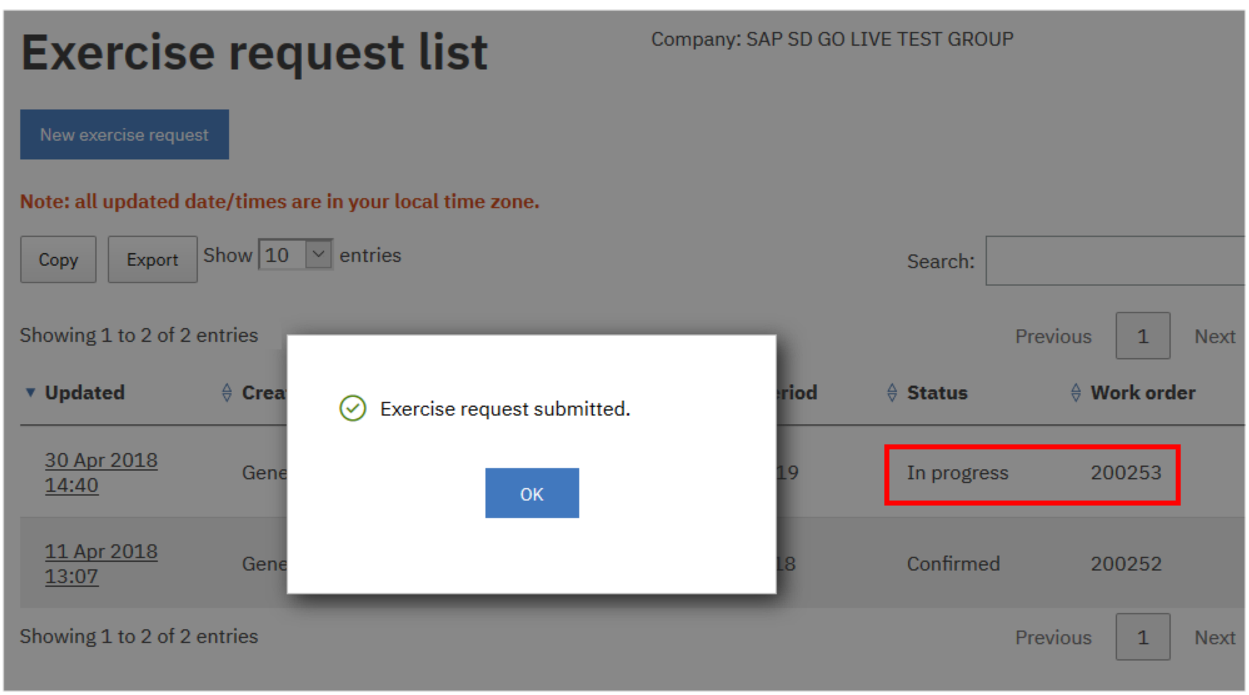
Clicking on the "New exercise request" button will take you to a request form. Fill in all required information and select the "Submit request" button to submit. Information in the following request is just an example.



You can select multiple contracts in your "New request" by selecting each with CTL+Click or by adding one at a time by selecting a contract, then repositioning the cursor in the "Contract(s)" box and selecting another.



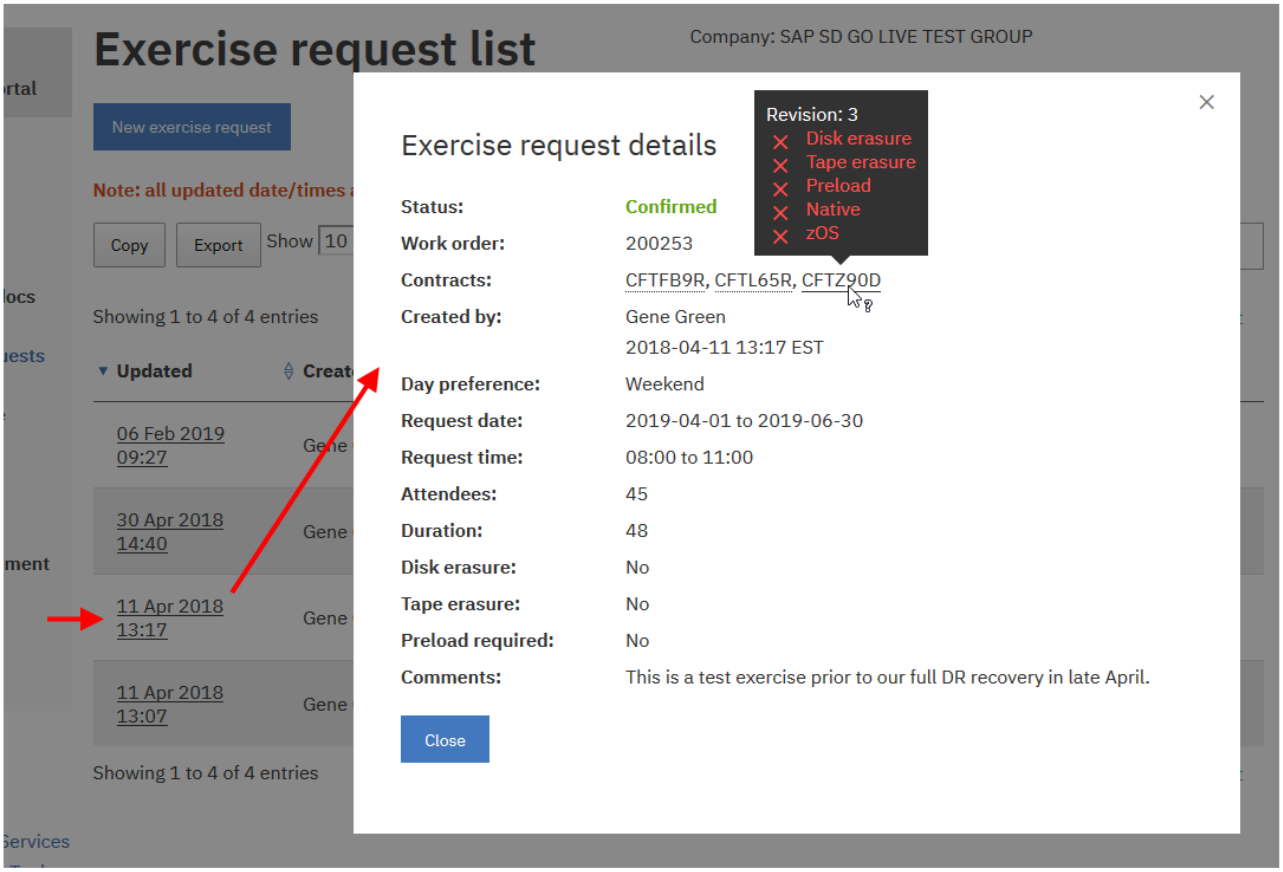
NOTE: in the example above, contract CFTZ90D is followed by the nickname "Curacao". See the "Nicknames" subsection under the "Contracts" section for details about how to administer a contract nickname. You'll note also in the example above, STF appears for each contract. The STF represents Sterling Forest, which is the "primary recovery center" for these sample contracts. After selecting "Create request", you will be notified that it was submitted OK. Note that "Status" is "In progress" and a work order number (200253) has been assigned. When your request has been processed and an acceptable date for exercise negotiated and confirmed, the "Status" will change to "Completed".



10.2 View existing requests or drafts

If you would like to review the details for an existing exercise request, you can do so by clicking on the "Updated" date value for the corresponding record within the Exercise request list.

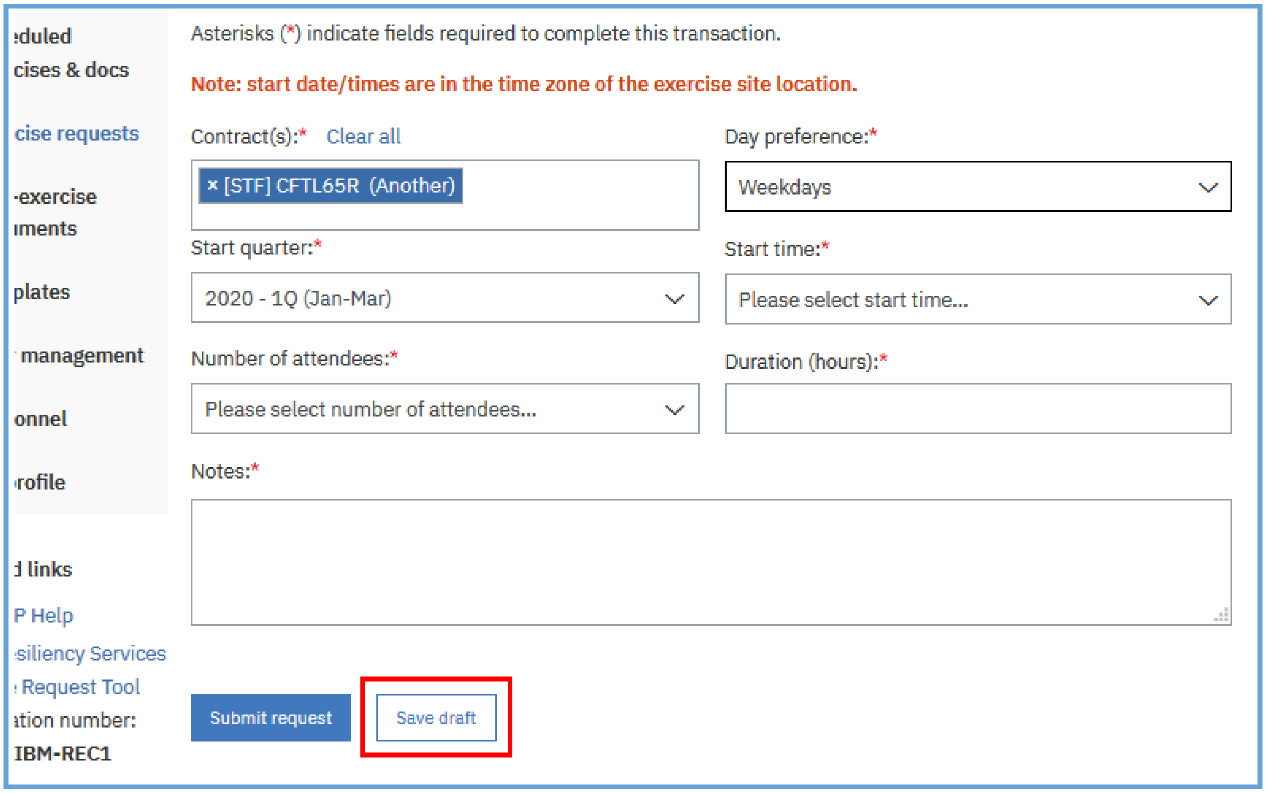
NOTE: If you need to revise a submitted request, please contact your SDPA.



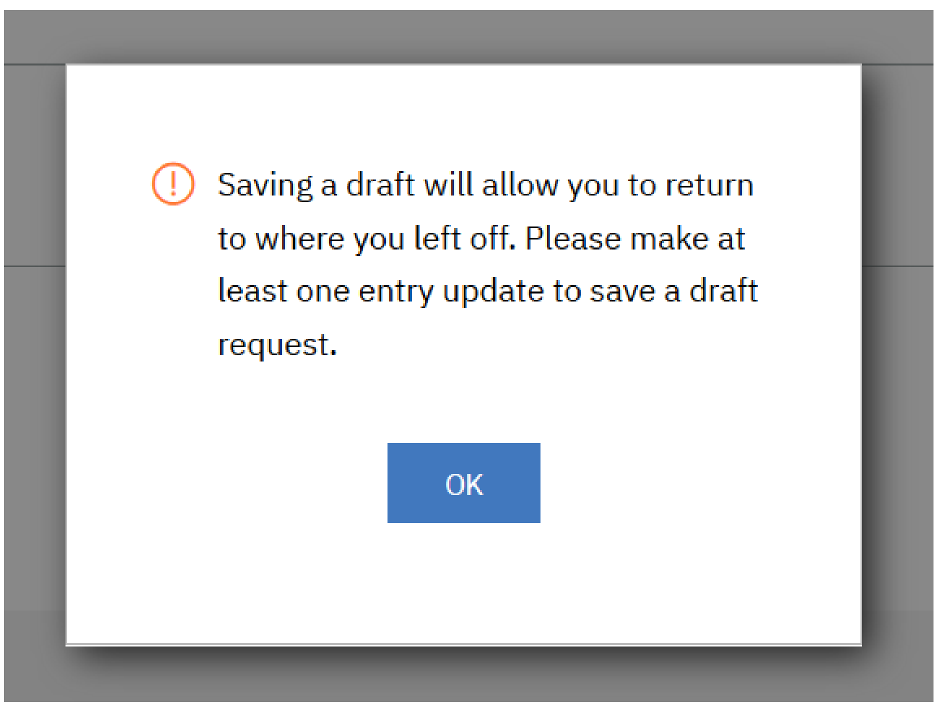
When moving to "Scheduled exercises & docs", you will see "Completed" work orders. When the "In progress" work orders are confirmed, they will appear in "Scheduled exercises & docs"

10.3 Saving and editing a request draft

When filling out an exercise request, you have the ability to save your progress as a draft and return at a later time to finish. This may be helpful if information needs to be validated or additional details are required first. Save the current form values by selecting the "Save draft" button.



NOTE: To save a draft request, at least one valid input value is required.



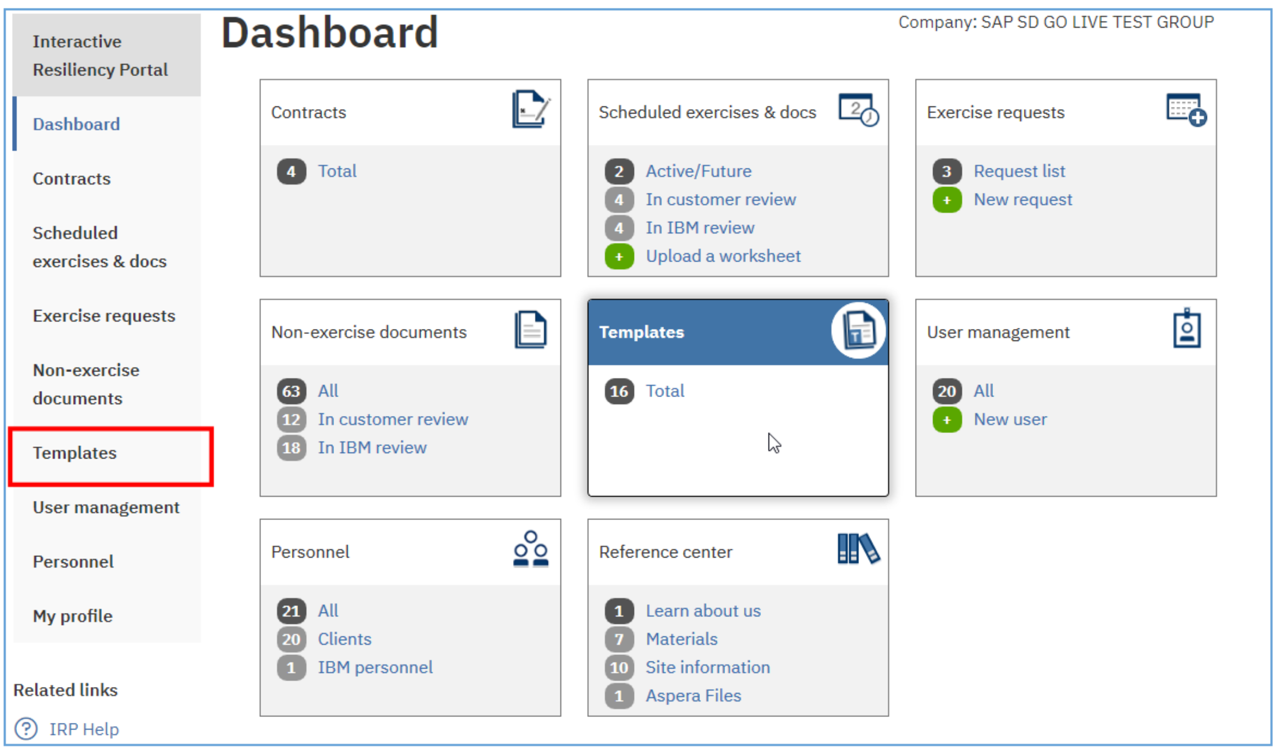
To continue working on a previously saved draft, navigate to the Exercise request list. Locate the draft request in the list and select the Edit link for the row. This will load the saved request, which can be saved again as a draft or submitted to scheduling. If you wish to remove an unneeded draft, use the Delete link for the corresponding row.

Previous 1 Next

Created by	Contract(s)	Request period	Status	Work order
Gene Green	CFTL65R	Apr-Jun 2019	Draft	Edit | Delete
Gene Green	CFTZ90D	Apr-Jun 2019	In progress	200257
Gene Green	CFTFB9R, +2	Apr-Jun 2019	Confirmed	200253

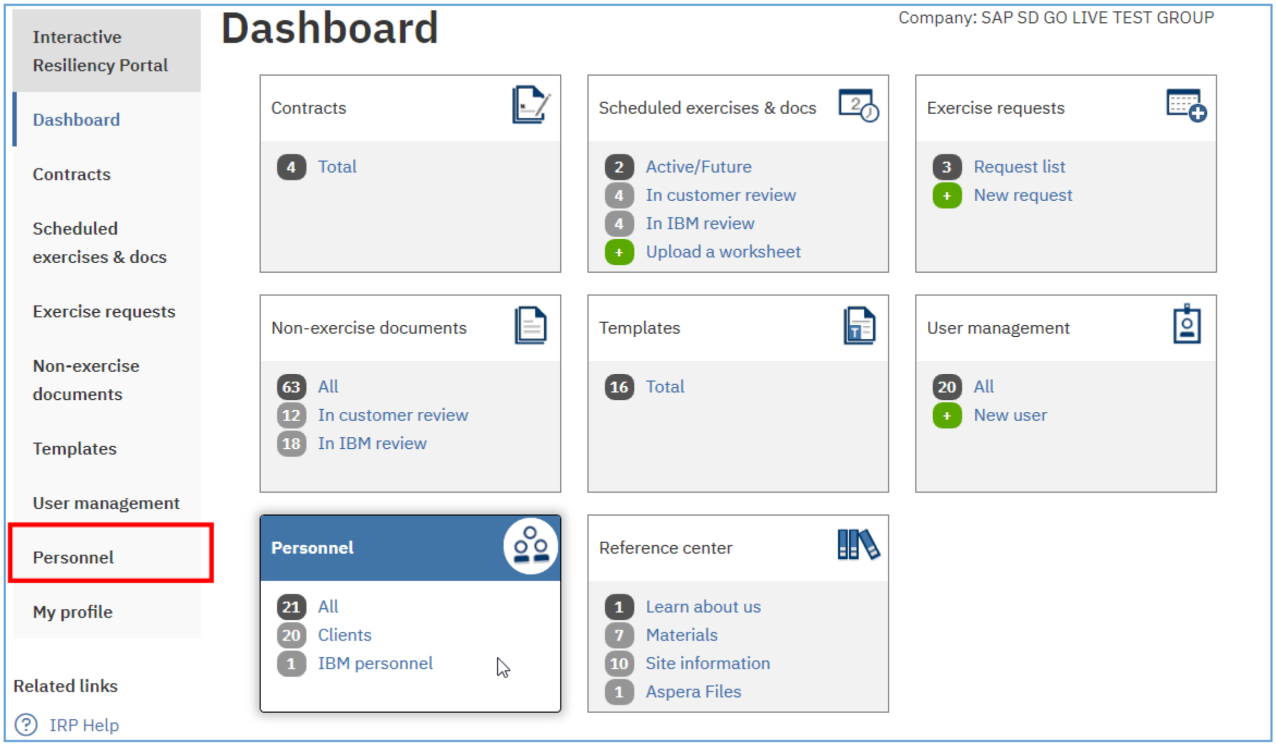
11. Worksheet templates

Worksheet templates, used by our clients to provide information needed by IBM Business Resiliency Services personnel to build a recovery system, are available by using the "Templates" portlet on the Dashboard.

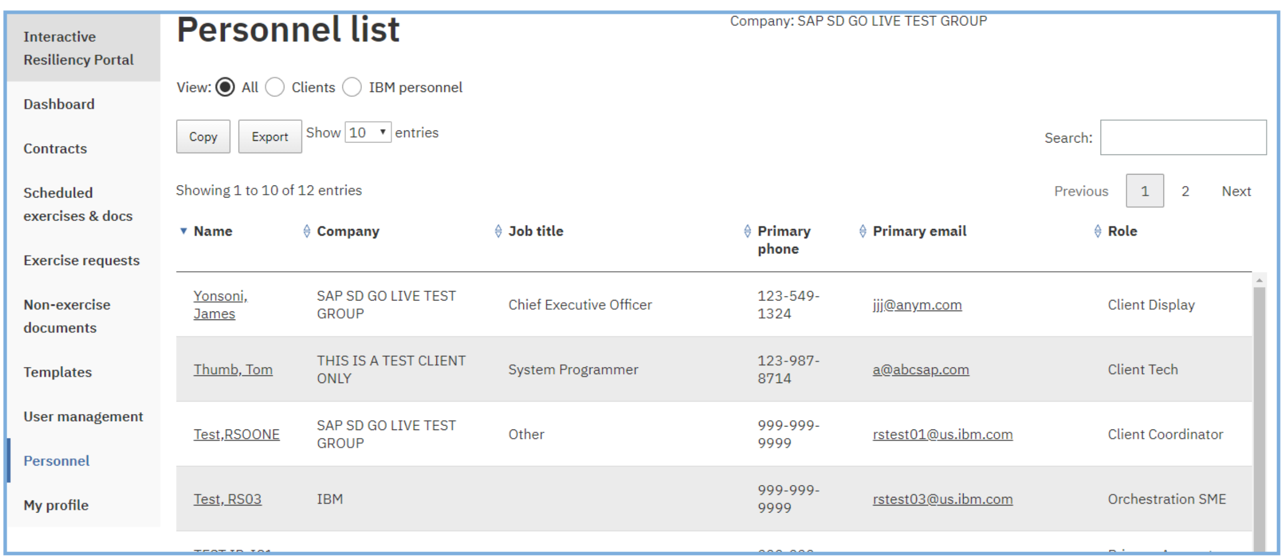


12. Personnel

Personnel records are available to all IRP users, although only updateable through the "User management" function which is only accessible by a person with either the Client Administrator, Client Admin/Coordinator or Client Admin/Coordinator/Tech role. All other IRP roles would NOT see "User management" as seen here in the navigational area and portlet.

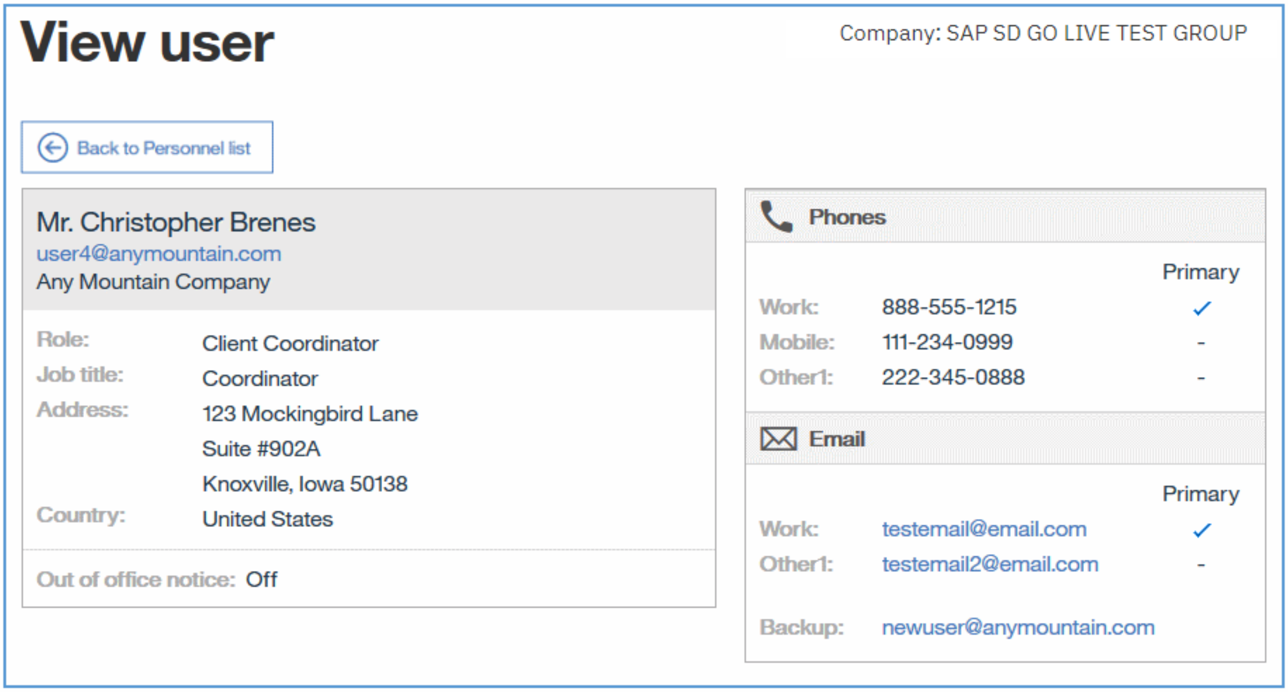


From the navigational area, the default is to show both client and IBM personnel. From the portlet, you can choose to see all, or you can choose to see only client or IBM. IBM personnel records of SDPA and the Sales Lead are in the results list by default. Other IBM contacts are not included as they are assigned only to exercises.



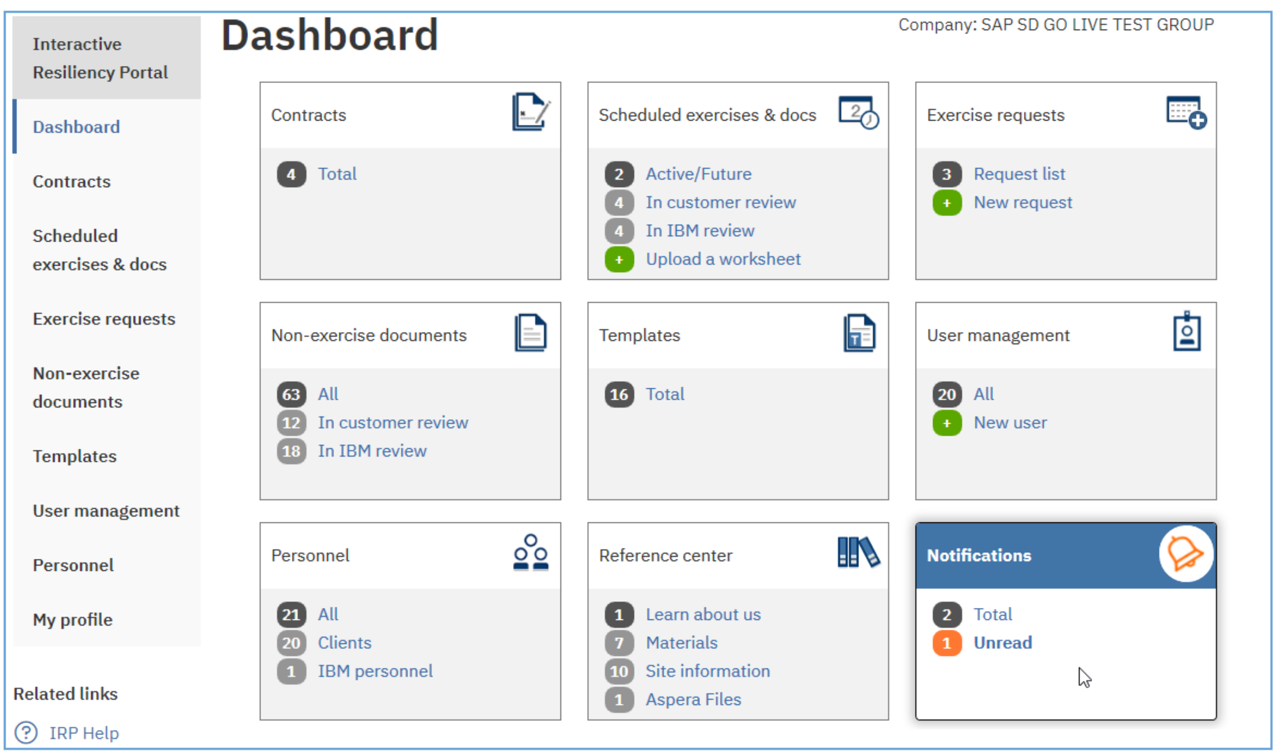
The search, sort, and "show entries" functions work the same here as in other areas of IRP.

By clicking on the name field of a person's record, you can see more details as shown here.

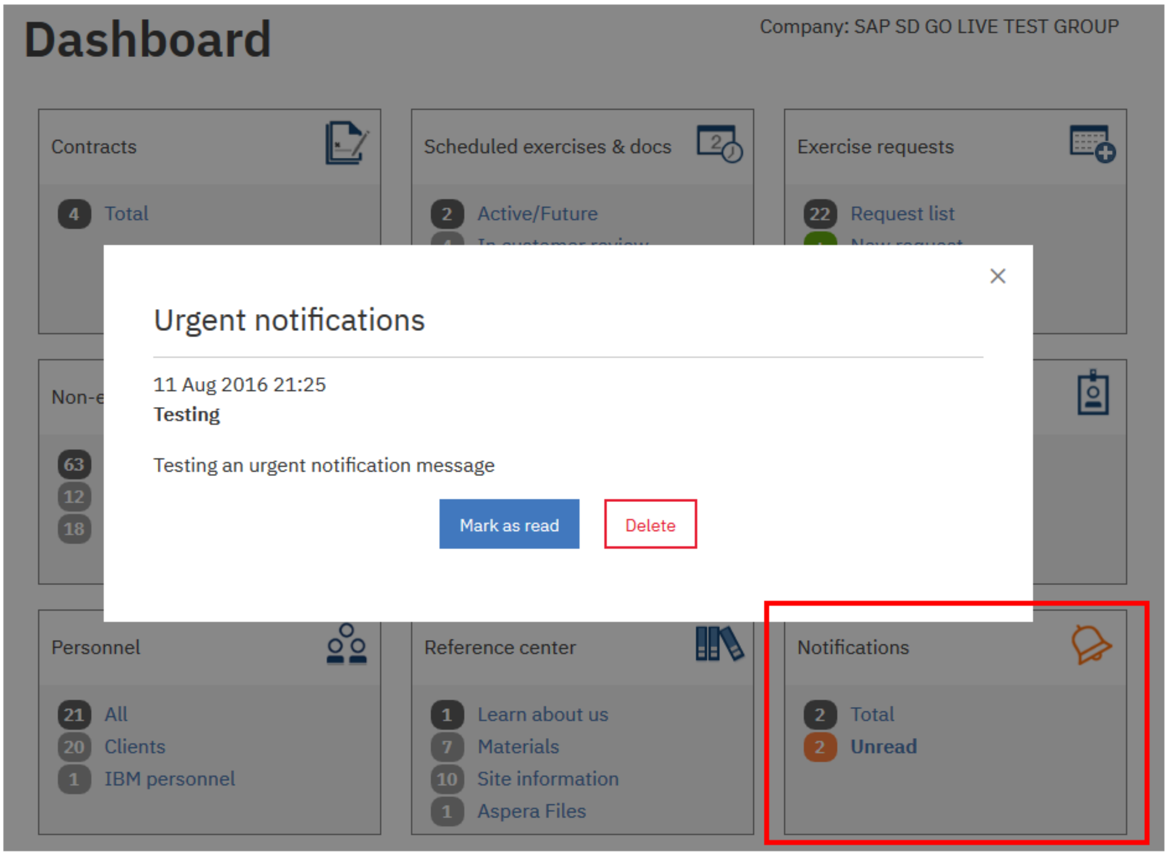


13. Notifications

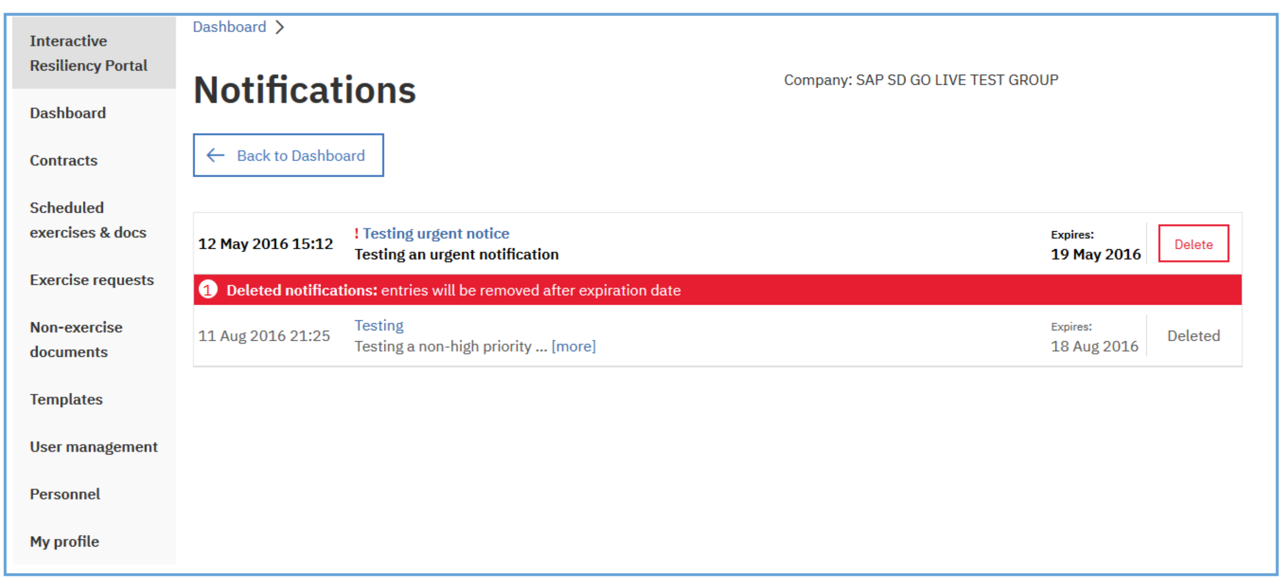
IBM Business Resiliency Services has a "Notification" function for our clients of planned outages, software upgrades, hints&tips, etc. IBM can choose, by role, specifically which clients receive notifications. Notifications can be provided via the web and/or via e-mail. Via the web, they are visible directly from the Dashboard via the "Notifications" portlet.



Notifications can be "marked as read" or deleted. Notifications are created with an expiration date. Deleted notifications will disappear from the portlet on the expiration date. If there are no active or deleted (prior to expiration date) notifications, you'll see no "Notifications" portlet on the Dashboard. Here's an example of an URGENT "Notifications" visible via the portlet. Note how an urgent notification is available through the portlet, but also is the first thing the receiving person will see when opening IRP.



When opening the notifications portlet, this is the type of view you'd see.



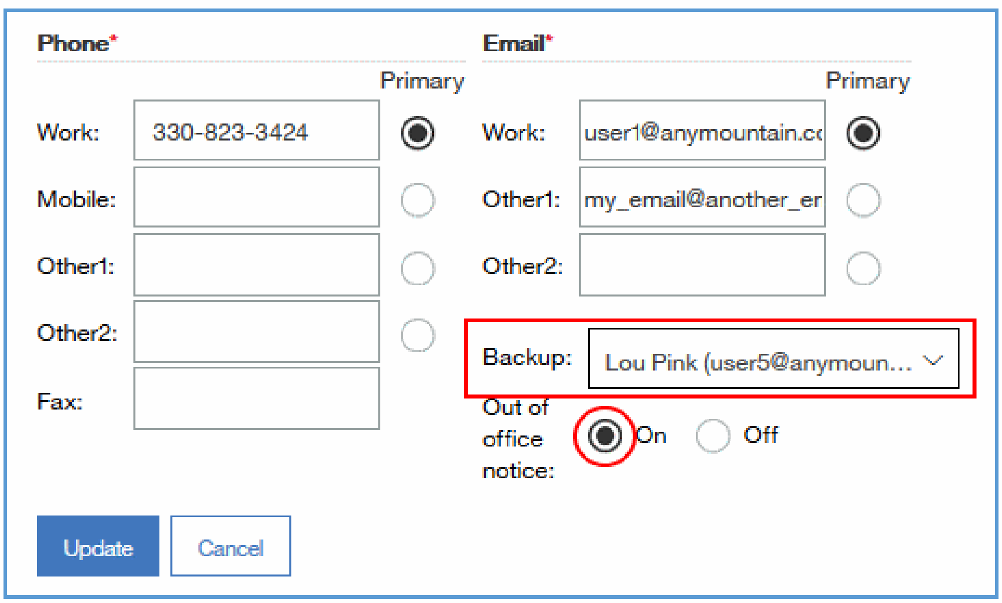
The user can open details of the notification by clicking on the subject or on [more].

14. My profile

"My profile" is located in the navigational area on the left side of the screen. With it, users can update their personnel record.
NOTE: Only a Client Administrator, Client Admin/Coordinator or Client Admin/Coordinator/Tech can update the role field.

14.1 Assign a backup

With IRP routing documents to you for review, it's necessary if you are out of the office that you have the capability to have the system route notifications to a backup that you define. It can be done through "My profile" as seen here in a portion of that information.



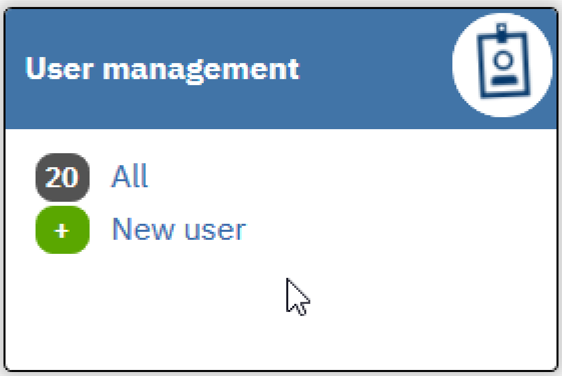
15. Usage of IRP to Manage Declaration Authorization

As declaring an Outage Emergency (also called "Disaster") is a financial commitment on the part of an IBM client, IBM Business Resiliency Services (BRS) permits clients to optionally pre-define information to be used by IBM to authenticate a customer calling to declare an Outage Emergency. Clients with authority can **optionally** define who is authorized to declare an Outage Emergency. For each person authorized to declare, the following information is also **optional**, but should be set to further secure the authorization:

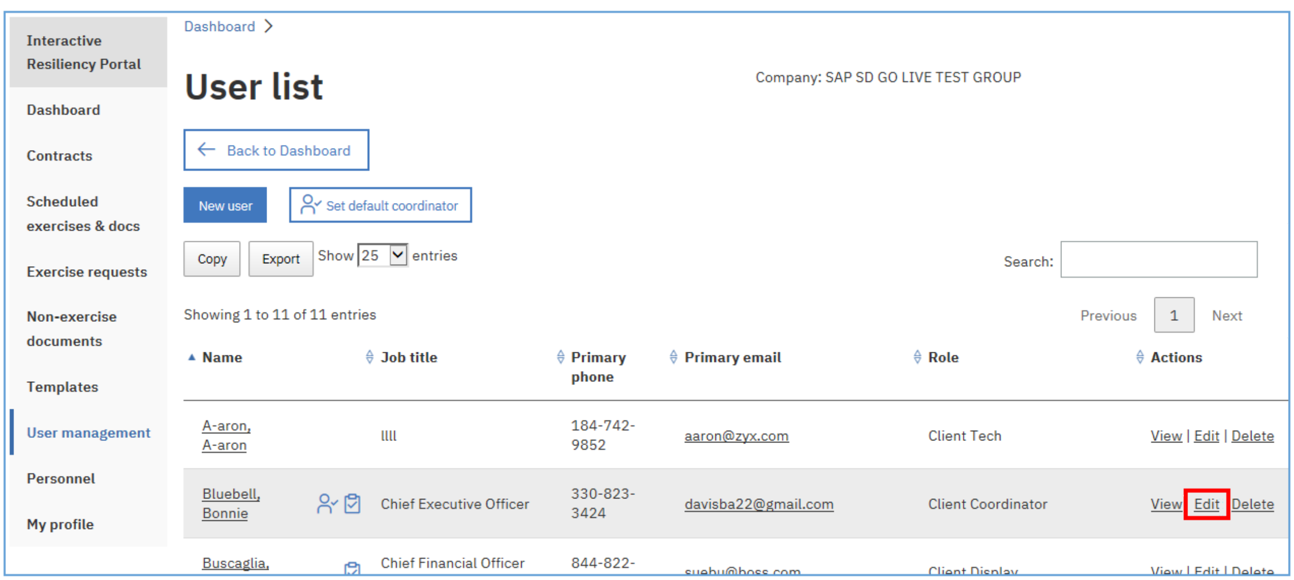
- **Company Declaration Pass Code -** this is a company-wide declare code that would be the same for all authorized personnel
- **User Confirmation Code -** this is a code the individual user could define

15.1 Creating / updating declaration authorization

For a client to manage this information, their role must include Admin responsibilities. An Admin's Dashboard will include the User Management portlet. Here is an example:

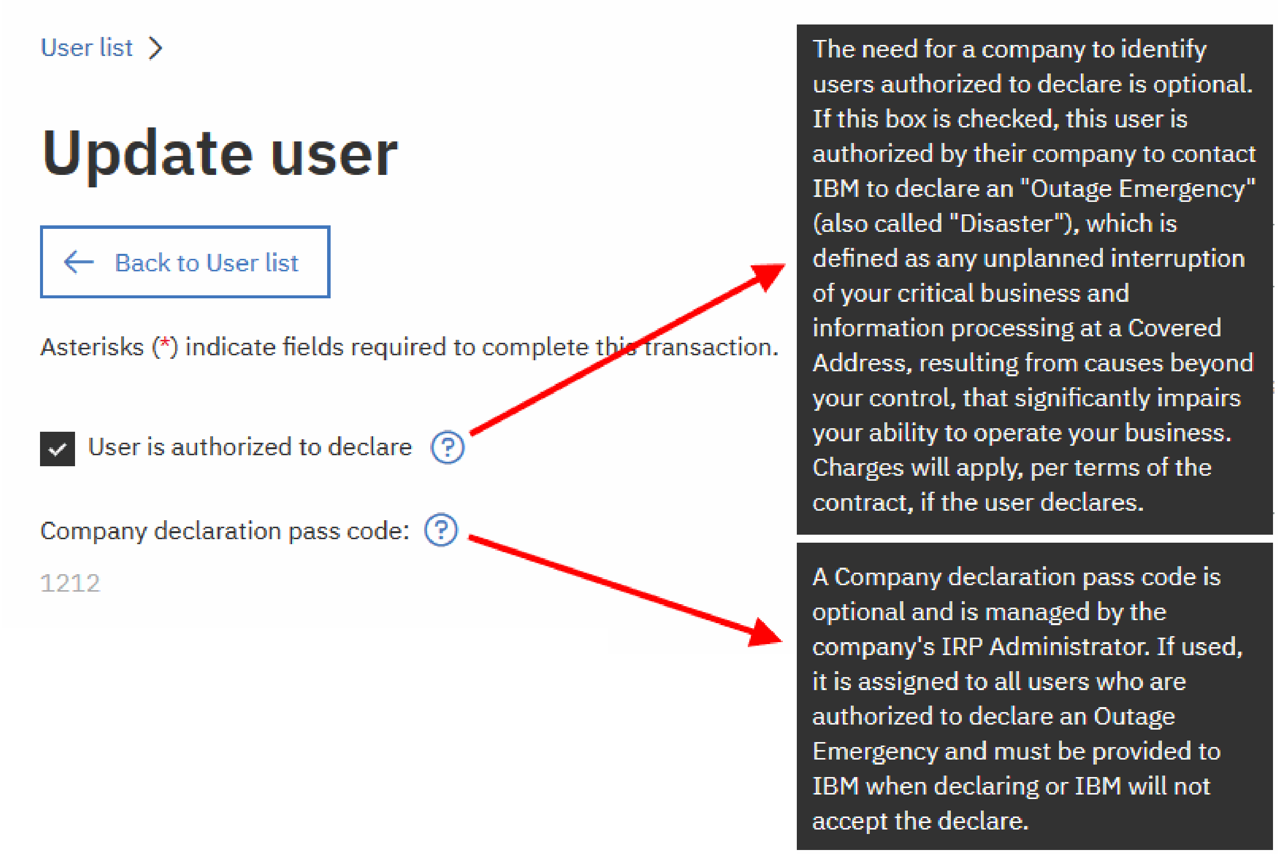


Clicking on "All" will bring up the list of all personnel the Admin has added to IRP.

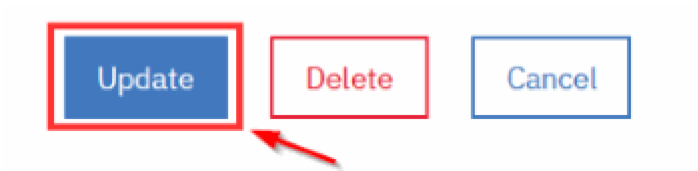


Clicking on EDIT for a person will bring up the following window, with two optional fields, where:

- a person can be "authorized to declare" by the Admin
- a company-wide "declaration pass code" for all who are authorized to declare is displayed. We will see further below how this field is edited.

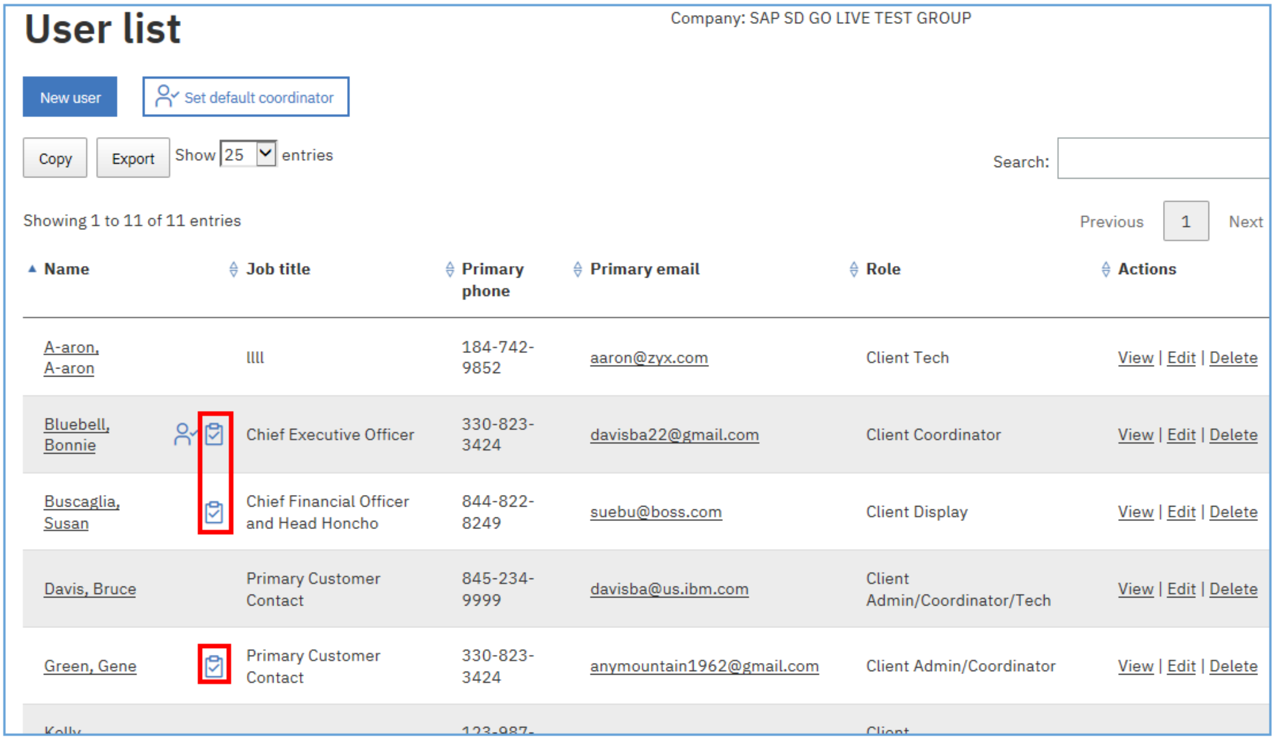


When changes are made, the Admin is to scroll to the bottom of the "Update user" screen and select UPDATE:



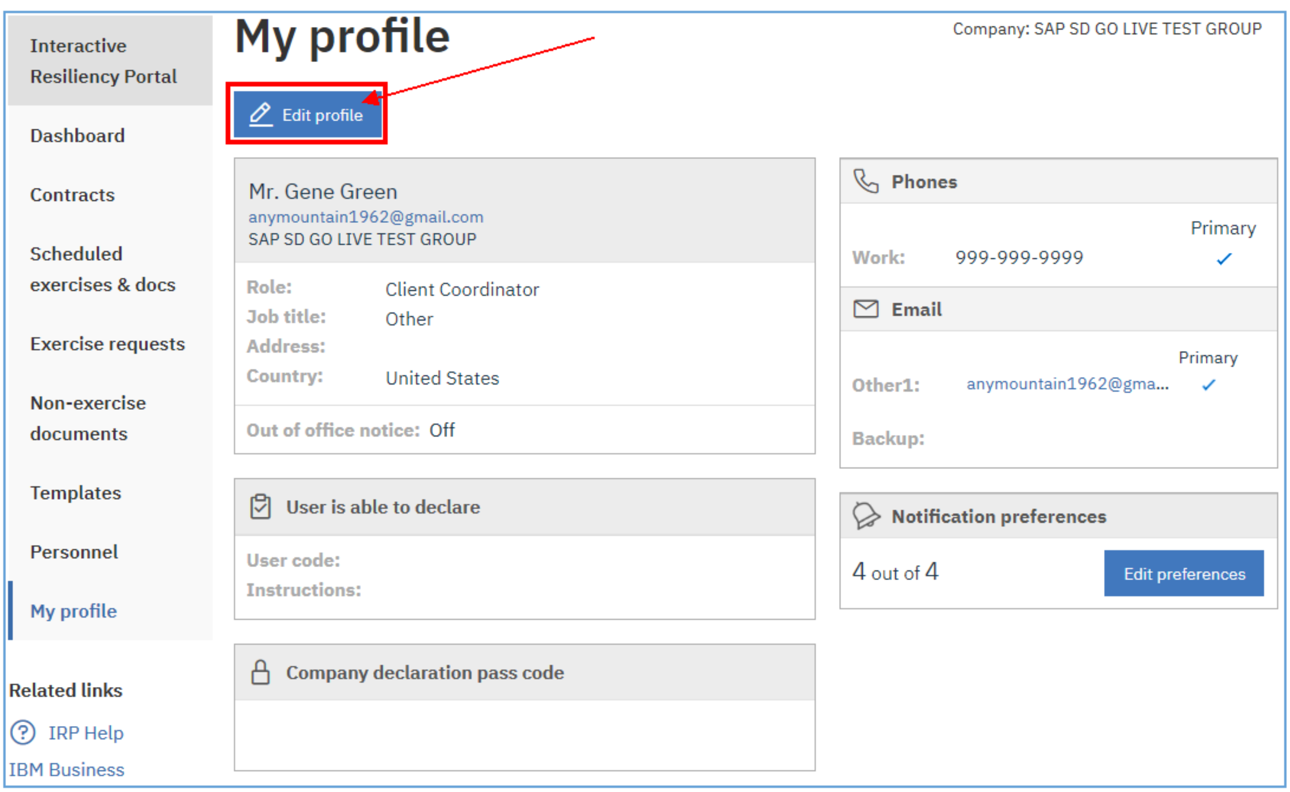
Returning to the "User list", the following icon is used to indicate which clients are authorized to declare. 

The "User list" will display like this:



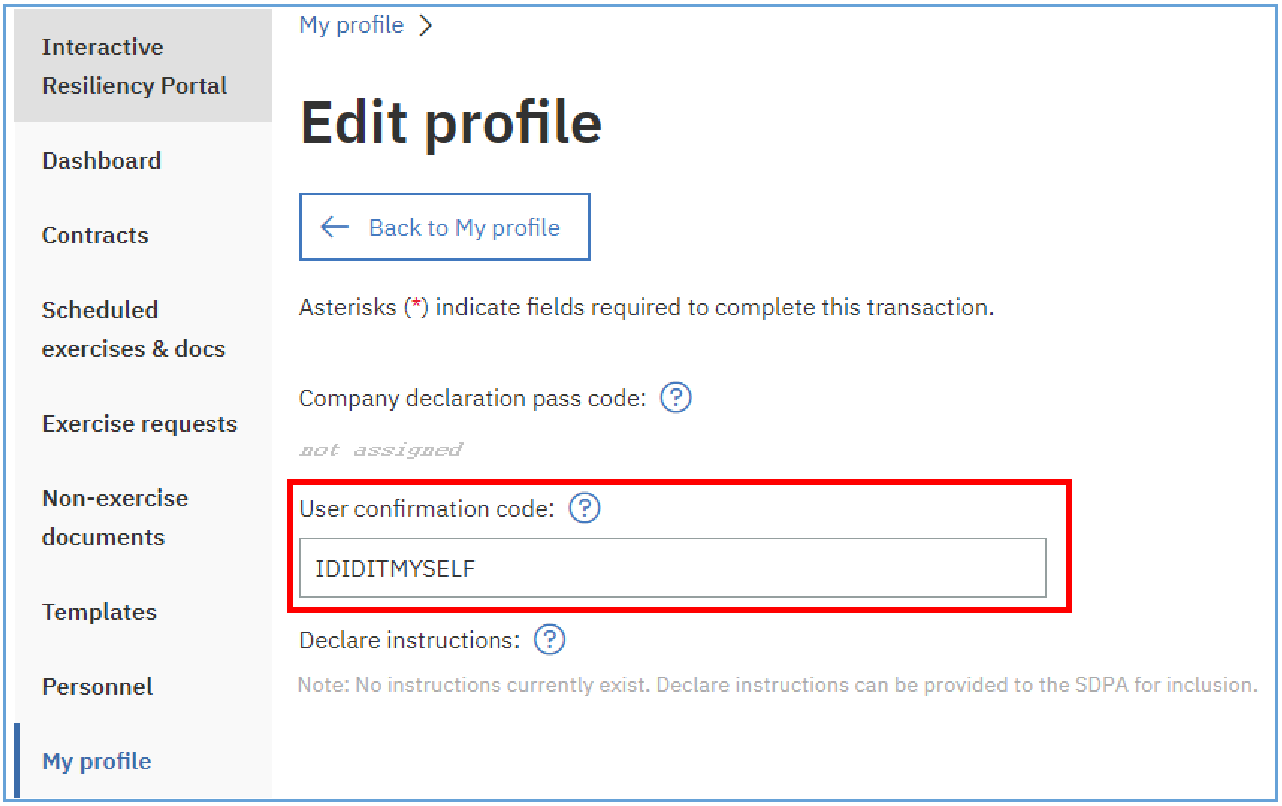
15.2 Individual users can create/update their own "User confirmation code"

Individual users who have been defined as "authorized to declare" by their Admin, can use the "My Profile" function to create or change their own "User confirmation code" by selecting "Edit profile" as shown here:

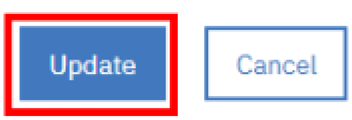


Here is a sample of "Edit profile" where users define their own "User confirmation code", this adds an additional level of security to verify the individual.

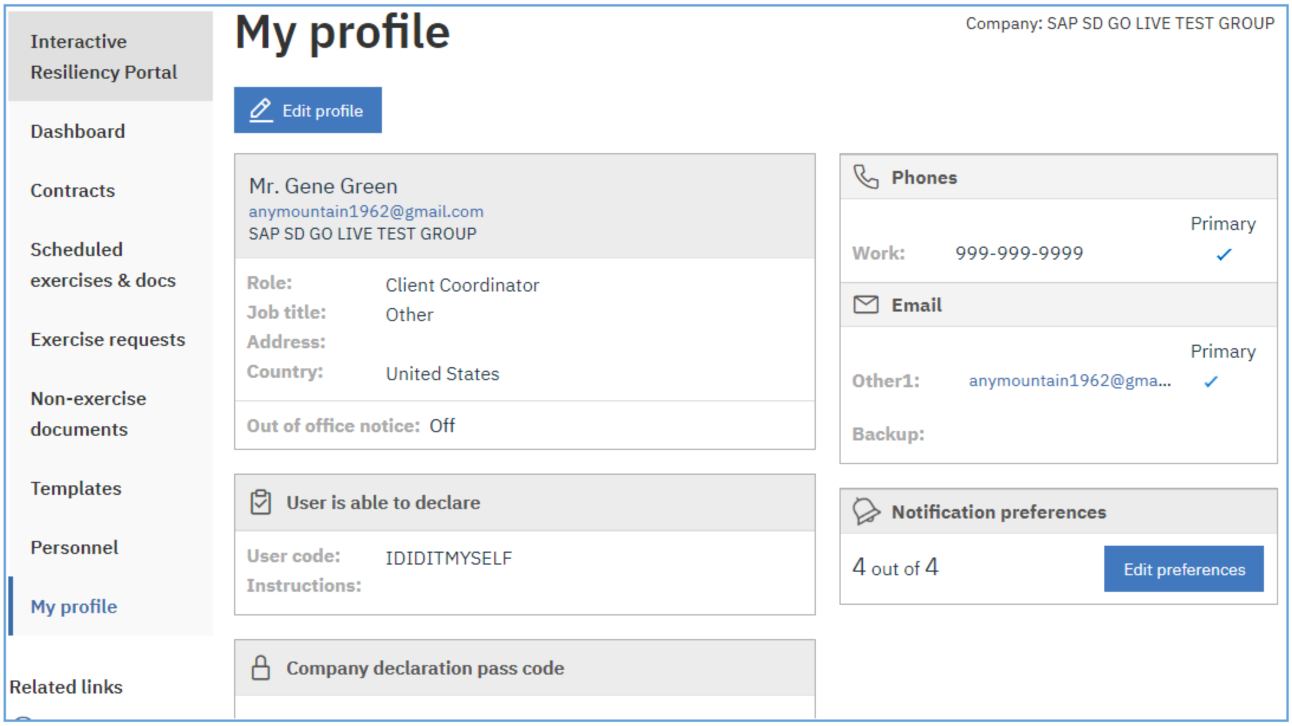
NOTE: "Declare Instructions" are also optional and may be used by the client to provide further authentication information that IBM will administer at time of declare. However, updating of this field is not currently supported in IRP. The client must provide these instructions to their SDPA for review to ensure IBM's ability to properly handle, in the event of a declare. When approved, they will be visible here. Individuals will only be able to view and edit their own declare details.



This is saved by scrolling to the bottom of the "Edit profile" screen and selecting "Update":

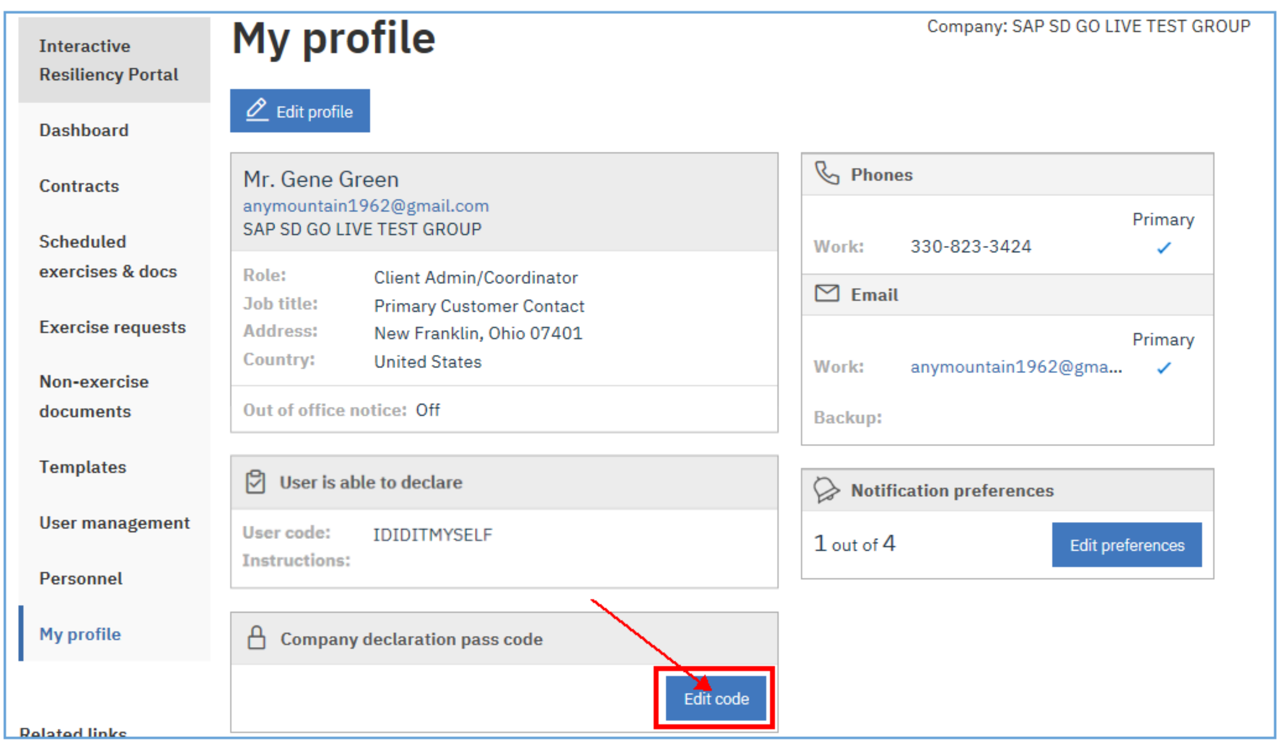


Result is shown here after "Update"

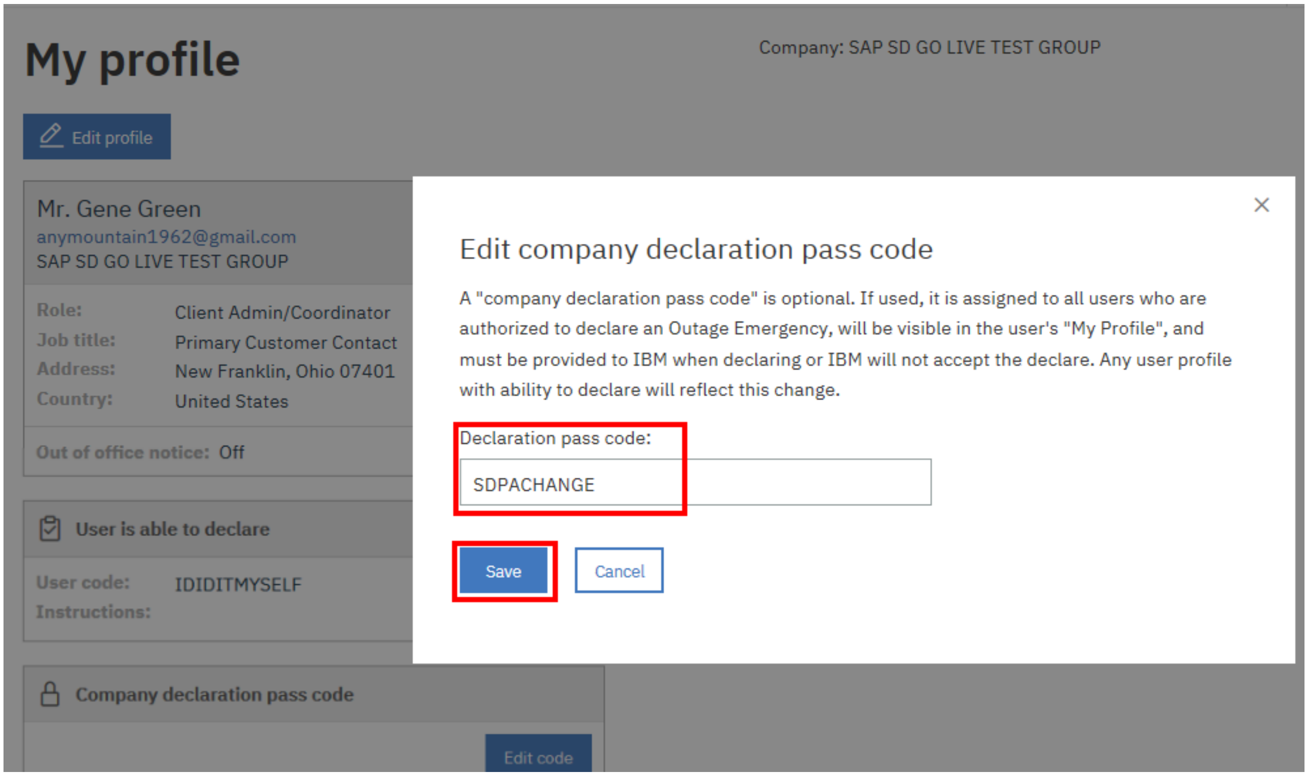


15.3 The Admin can create a "Company declaration pass code"

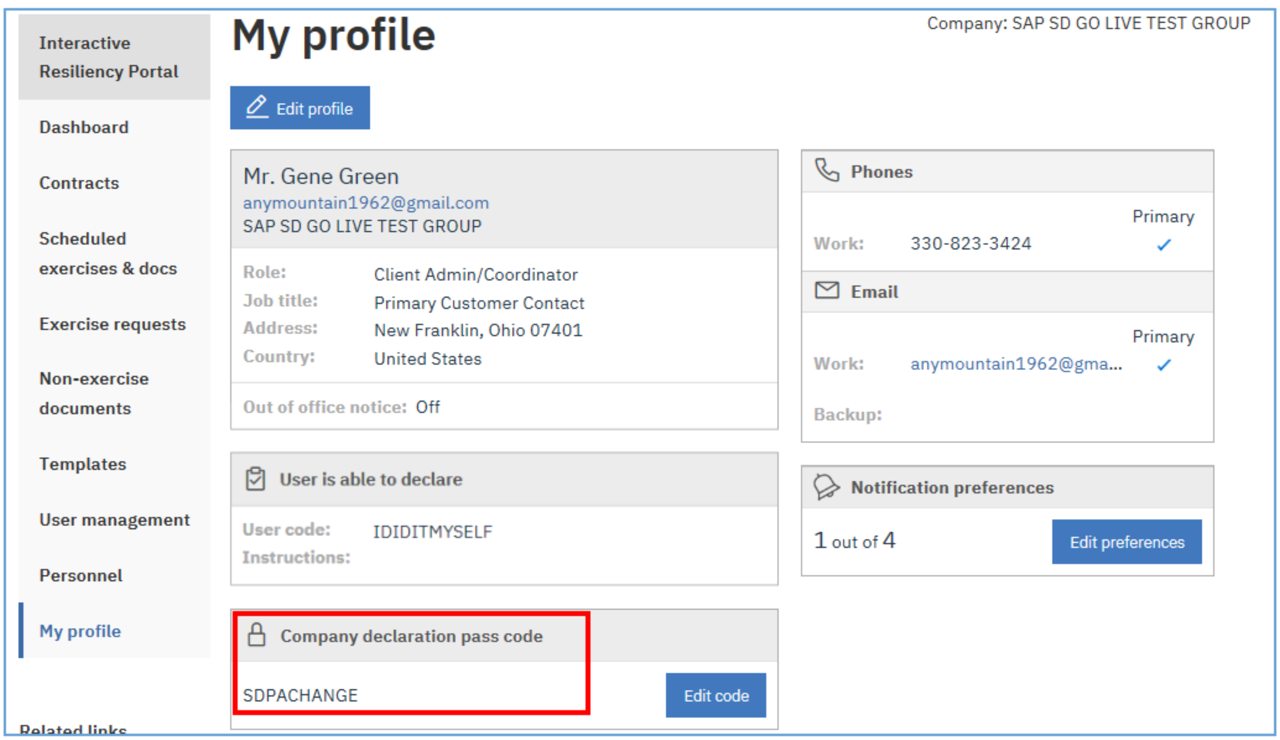
When the Admin applies a "Company declaration pass code", it is applied to personnel records for all those the Admin has defined as "authorized to declare". It starts with the Admin going to "My profile" and selecting "Edit code".



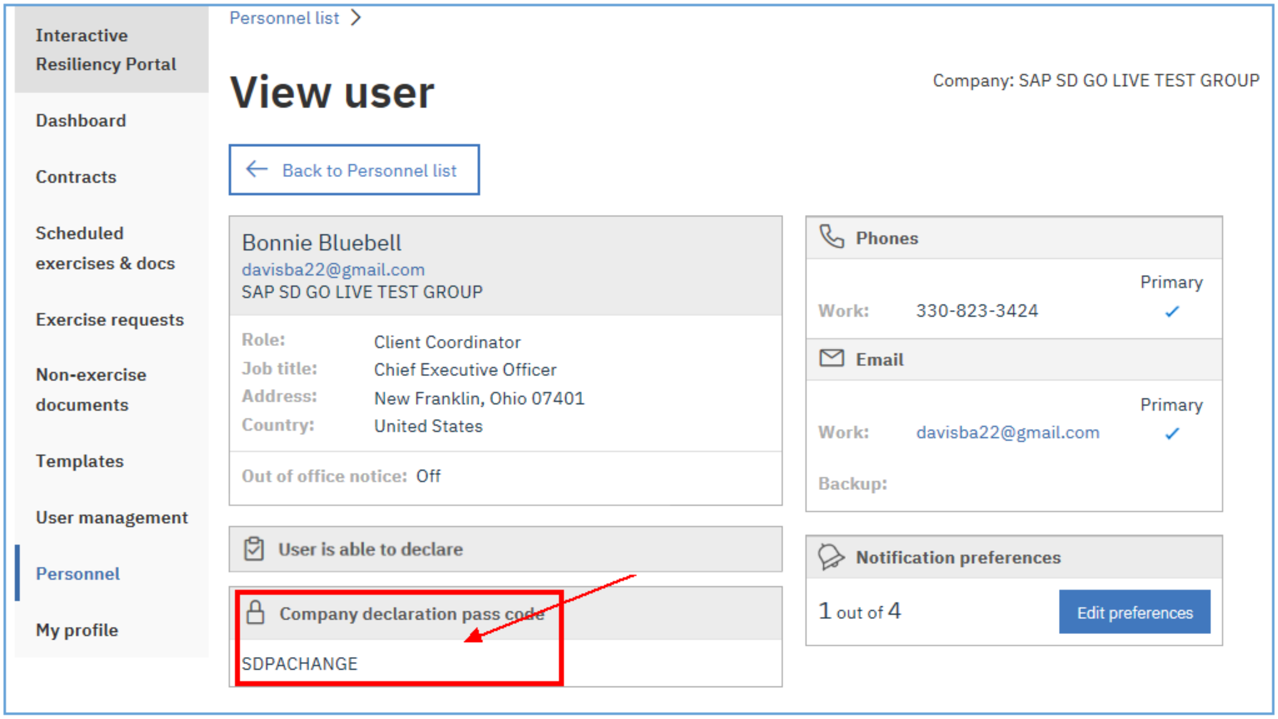
The change is made and completed by selecting SAVE.



Here we see the result:

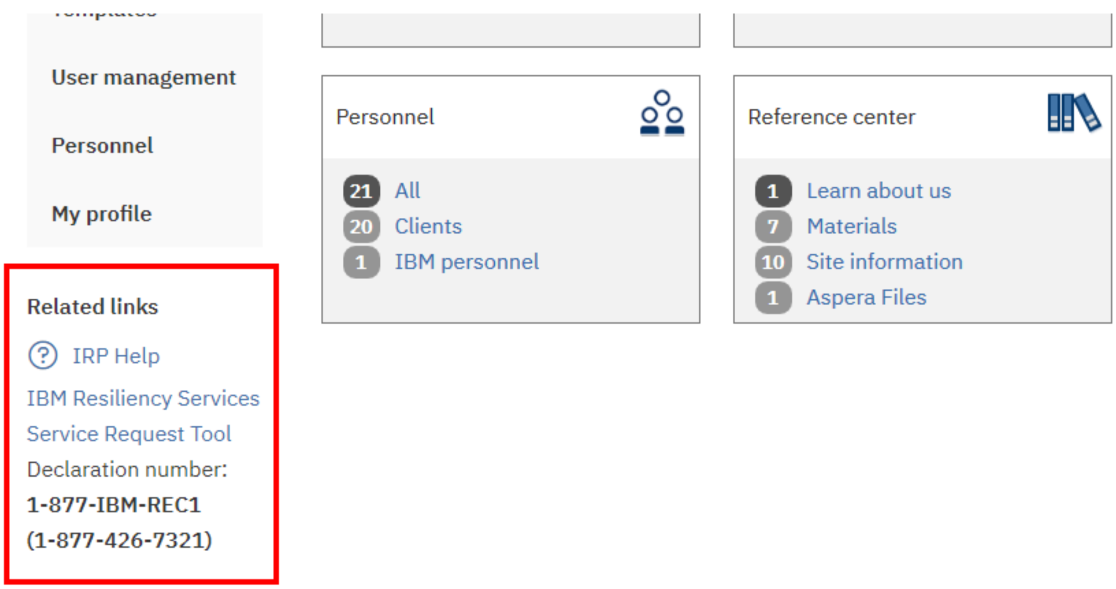


Checking a different "authorized to declare" user, you will see the same "Company declaration pass code"



16. Related links in navigation

Beneath the navigational area reside a set of links and helpful information.



16.1 IRP Help

This Help Guide is now available online from "IRP Help" just below the navigational area. When selected, you'll notice the HELP window stays active until you close it. When you are active outside of the HELP window, you'll notice that it becomes transparent so that you'll still see your help info as well as a dim version of the screen beneath. As usual, you can scroll through the table of contents to access information of interest. However, I'd point you to the SEARCH option in the upper right. You can place one or more search arguments in that field and it'll quickly return sections of Help that have those values. There is an ALL option next to it that will only return results that have "all" of the search arguments in them.

16.2 IBM Business Resiliency Services

This link provides direct access to IBM Business Resiliency Services' internet site.

16.3 Service Request Tool / Orchestra

For clients with contracts for Data Center Floor Space or for Data Replications Services, this link can be used to go directly to the Service Request Tool, which is also known as Orchestra.

16.4 Declaration number

While not a link, this number is included in the navigational area for ease of access for those clients needing to declare an Outage Emergency.

17. FAQs

Is there a charge for using IRP?
No

Is there a recovery plan for IRP?
IRP data are housed in SAP which has a full disaster recovery plan and has an annual recovery exercise and Business Continuity Program test.

Who has access to my company's information?
Only personnel from your company that you have authorized to use IRP and only IBM Business Resiliency Services personnel who need the information to support your company

Can I store SPI (Sensitive Personal Information) on IRP?
IRP is not designed to support SPI.

Are there any size restrictions on documents that my company will store on IRP?
50 MB is the max size for a document. There is currently no limit on the number of documents you can store.

How does IRP handle security?

A document detailing IRP security was provided to your company upon initial usage of IRP. Contact your SDPA if a copy of that information is desired.

18. Glossary

Configuration - the equipment, software, workspace, and telecommunications services, so designated in a Supplement. What IBM provides may not be identical to the Configuration. However, it will be compatible with, and will offer capacity and functionality equivalent to or greater than that of the Configuration. (source: Z125- 8306-07)

Hotsite - Shared Configuration available for usage by IBM Business Resiliency Services' clients based on contractual agreement.

Outage Emergency (also called "Disaster") - any unplanned interruption of your critical business and information processing at a Covered Address, resulting from causes beyond your control, that significantly impairs your ability to operate your business. (source: Z125-8306-07)

Pretester - IBM Business Resiliency Services will provide a pretester for each skill group that will be involved in an exercise. Their role is to use worksheet information to create setup documents that will be used to prepare the exercise environment. For example, if there is an exercise with scope of Sun and Intel, there will be a Sun pretester, an Intel pretester, and a network pretester. There will always be a network pretester. Pretesters are assigned using the IRP "Manage team" function, by the SDPA prior to a pretest teleconference.

SDPA - Service Delivery Program Advisor; also known as the client's IBM Business Resiliency Services Project Manager. The SDPA is provided to the client as a single point of contact into IBM Business Resiliency Services.

Setup document - A setup document (also known as a "deliverable") is created by an IBM Business Resiliency Services pretester, for each platform and for the network, based on information provided by the client via completed worksheets. Setup documents well define how the system will be set up for the client's use during the exercise. These documents require client approval.

Skill group - A sub-team of the overall technical team involved in an exercise. (e.g., the Sun "skill group" is the set of personnel involved in Sun support). A person may be involved in more than one "skill group".

Supplement - A transaction document that describes the hotsite hardware that IBM Business Resiliency Services provides.

URL - Uniform Resource Locator. An address used to reference a web page. (e.g., www.ibm.com)

Work order - A unique number in IBM Business Resiliency Services' scheduling system that links one or more client contracts that are needed for testing recoverability. Key attributes of a "Work order" are, by contract, the start date/time, end date/time, and configuration resources allocated for usage during that period.

Worksheets - Template based documents, used for each platform and network, provided by IBM Business Resiliency Services for the client to complete in preparation for an exercise. With this information, IBM Business Resiliency Services provides the client with setup documents.