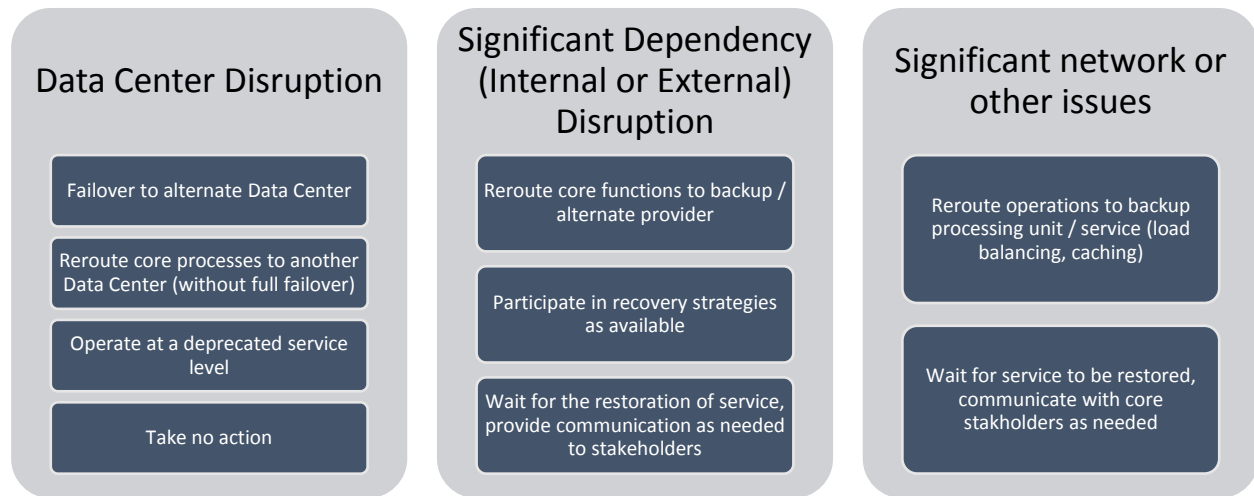


Disaster Recovery Definitions



Dependency	Assumptions
User Interface / Rendering Presentation components	<ul style="list-style-type: none"> Users (end users, power users, administrators) are unable to access the system through any part of the instance (e.g. client or server side, web interface or downloaded application). Infrastructure and back-end services are still assumed to be active/running.
Business Intelligence / Reporting Processing components	<ul style="list-style-type: none"> The collection, logging, filtering, and delivery of reported information to end users is not functioning (with or without the user interface layer also being impacted). Standard backup processes (e.g. tape backups) are not impacted, but the active / passive or mirrored processes are not functioning. Specific types of disruptions could include components that process, match and transforms information from the other layers. This includes business transaction processing, report processing and data parsing.
Network Layers Infrastructure components	<ul style="list-style-type: none"> Connectivity to network resources is compromised and/or significant latency issues in the network exist that result in lowered performance in other layers. Assumption is that terminal connections, serially attached devices and inputs are still functional.
Storage Layer Infrastructure components	<ul style="list-style-type: none"> Loss of SAN, local area storage, or other storage component.
Database Layer Database storage components	<ul style="list-style-type: none"> Data within the data stores is compromised and is either inaccessible, corrupt, or unavailable

Hardware/Host Layer Hardware components	<ul style="list-style-type: none">• Physical components are unavailable or affected by a given event
Virtualizations (VM's) Virtual Layer	<ul style="list-style-type: none">• Virtual components are unavailable• Hardware and hosting services are accessible
Administration Infrastructure Layer	<ul style="list-style-type: none">• Support functions are disabled such as management services, backup services, and log transfer functions.• Other services are presumed functional
Internal/External Dependencies	<ul style="list-style-type: none">• Interfaces and intersystem communications corrupt or compromised