

# 7 DAYS TO RECOVERY:

How NFC's COOP plans worked before, during and after the storm

## FRIDAY, AUG. 26, BEFORE KATRINA HITS

- › NFC director Jerry Lohfink meets with senior staff to finalize plans for moving out disaster recovery teams, and for shutting down processing, including status and options for payroll and financial systems; later begins general facility shutdown
- › Lohfink walks building to get pulse of employees and status of business operations

## SATURDAY

- › NFC sends disaster recovery operations staff to alternate locations in Grand Prairie, Texas; Birmingham, Ala.; Kansas City, Mo.; and Washington
- › Lohfink checks with payroll and financial operations staff on the timeline for terminating processing
- › Payroll staff to work overnight until payroll completed Sunday morning

## SUNDAY

- › New Orleans staff completes payroll processing so 500,000 federal employees can receive paychecks on time
- › Lohfink reviews disaster recovery manual and continuity-of-operations handbooks to develop overall checklist of critical items with appropriate timelines
- › Trucks carrying 50,000 backup tapes leave New Orleans for alternate location outside Philadelphia

## MONDAY

- › Katrina batters New Orleans
- › Lohfink declares disaster and notifies SunGard Data Systems Inc. of Wayne, Pa., that NFC will use their disaster recovery services
- › Lohfink conducts planning teleconferences with senior staff, customer service managers and SunGard recovery center
- › NFC database recovery team in Philadelphia gains access to mainframe infrastructure in New Orleans
- › Trucks with backup tapes arrive at Philadelphia site
- › NFC Web site, including the Reporting Center/Employee personal page, becomes operational

## TUESDAY

- › Disaster recovery staff in Philadelphia sets up processing operations with backup tapes

## WEDNESDAY

- › Mid-range production systems operational
- › Database recovery completed; payroll operations restored, including gaps in data during travel time to Philadelphia
- › Back-office infrastructure recovered, including e-mail capabilities

## THURSDAY

- › Shared-drive data available
- › Expanded high-speed connectivity from recovery site to Agriculture Department network backbone
- › Virtual private network access established after high-speed connectivity is installed; agency customers who planned for connectivity in advance of the storm had circuits in place, other customers to get them over the next three weeks.

