

Glossary of Terms

A

ABC Fire Extinguisher - Chemically based devices used to eliminate ordinary combustible, flammable liquid and electrical fires.

ACD - Automatic Call Director

Activation - When all or a portion of the continuity plan has been put into motion.

Application Recovery - The component of recovery that deals specifically with the restoration of system software and data, following the replacement and restoration of the processing platform and equipment.

Application Server - The central repository of shared applications in a computer network (LAN). Note: There may be multiple application servers in a location or installation.

Assumptions - Basic understandings about unknown business disruption that the business continuity plans are based on.

B

Backup Agreements - A contract to provide a service that includes the method of performance, the fees, the duration, the services provided, and the extent of security and confidentiality maintained.

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Business Continuity Coordinator (BCC) - The Business Continuity Coordinator is the point of contact within a Business Group that is responsible for all business continuity planning aspects within that Business Group.

Business Continuity Plan - The Business Continuity Plan is a document that defines recovery responsibilities and resources necessary to respond to a disruption to business operations. There are four types of business continuity plans, the Corporate Business Continuity Plan, Business Continuity Management Plans (BCMP), Business Unit Continuity Plans and Technology Continuity Plans.

Business Continuity Planning (BCP) - An all-encompassing, "umbrella" term used to describe the comprehensive process of planning for the recovery of business operations in the event of a business disruption. BCP encompasses planning for the recovery of business operations (Business Unit Continuity Plans), technology environments and data (Technology Continuity Plans and overall operations (Corporate Business Continuity and Business Continuity Management Plans).

Business Continuity Program - Set of standard planning guidelines and procedures for the development of Business Continuity Plans throughout the Enterprise.

Business Continuity Software - An application program developed to assist an organization in writing a comprehensive Business Continuity Plan.

Business Disruption - Any event, whether anticipated (i.e., public service strike) or unanticipated (i.e., blackout) which disrupts the normal course of business operations at a corporate location.

Business Disruption Costs - The costs or lost revenue associated with a disruption in normal business operations.

Business Functions - Basic operating procedures utilized on a routine basis in normal operations that make up and support a Plan Units business processes. Business functions will be rated as "Critical", "Important", or "Deferrable".

Business Group - The highest level of business groupings.

Business Impact Analysis (BIA) - A review of current operations, with a focus on business processes and functions, to determine the effect that a business disruption would have on normal business operations. Impacts are measured in either Quantitative or Qualitative terms. This information is used to drive the recovery planning process, the potential recovery solutions and the amount of expenditure required to support the backup of certain business operations.

Business Process - A primary business process comprised of one or more business functions that represents a key element of current business operations. Business processes will typically be identified at the Plan Unit level.

Business Recovery Process - The common critical path that all companies follow during a recovery effort. There are major phases along the path, which are followed regardless of the organization. The process encompasses the following:

- Emergency Response
- Plan Activation
- Recovery
- Reconstruction

C

Call Tree - A listing of all personnel within a Department or Plan Unit. Information includes address, home telephone numbers, and any applicable beeper or cell phone numbers.

Central Monitoring Station (CMS) - A centralized monitoring station maintained by Corporate Security for the reporting of business disruptions, emergencies or security issues.

Centrex - A PBX-like service provided by a local telephone company in which incoming calls are dialed direct to any station without an operator's assistance (DID) See [Direct Inward Dialing](#). The Centrex switch is located in the telephone company central office, not on the customer premise.

Certified Disaster Recovery Planner (CDRP) - CDRPs are certified by the Disaster Recovery Institute, which promotes the credibility and professionalism in the Business Continuity industry.

Cold Site - A geographically separate alternate facility that is void of any resources or equipment except air-conditioning and raised flooring. Equipment and resources must be installed in such a facility to duplicate the critical and important processing environment and/or business functions of an organization. Cold-sites have many variations depending on their communication facilities, UPS systems or mobility (Relocatable-Shell).

Command Center (CC) - A location that serves, immediately following a business disruption, as a place - A predetermined and centrally located facility for initial assessment, evaluation and decision making to take place by a designated management team. The facility should have adequate phone lines and other pre-determined resources to begin recovery operations. Typically it is a temporary facility used by the management team to begin coordinating the recovery process and used until the recovery locations are functional.

Communications Failure - An unplanned disruption in electronic communication between a terminal and a computer processor, or between processors, as a result of a failure of any of the hardware, software, or telecommunications components comprising the link.

Communications Recovery - The component of Business Continuity which deals with the restoration or rerouting of an organization's telecommunication network, or its components, in the event of loss.

Communications Team (Corporate)

Coordinates all interactions with the media

Prepares and distributes the official press releases related to the disruption.

Consortium Agreement - An agreement made by a group of organizations to share processing facilities and/or office facilities, if one member of the group suffers a business disruption. *Also see Reciprocal Agreement.*

Cooperative Hot sites - A hot site owned by a group of organizations available to a group member should a business disruption.

Crate & Ship - A strategy for providing alternate processing capability in a business disruption, via contractual arrangements with an equipment supplier to ship replacement hardware within a specified time period.

Criticality – Plan Units are responsible for understanding how quickly their operations should be restored following a business disruption. Planning coordinators should consider not only potential direct financial loss, but also: loss of customers or market share; loss of investor confidence; damage to public perception of the company; regulatory and legal penalties. All business functions will need to establish whether or not their functions are Critical, Important or Deferrable to the Division. See the Business Continuity Planning Guidebook for detailed instructions on establishing criticality through the Business Impact Analysis process.

D

Data Center Recovery - The component of Business Continuity that deals with the restoration, at an alternate location, of data centers services and computer processing capabilities.

Data Center Relocation - The relocation of an organization's entire data processing operation.

Dedicated Line - A pre-established point-to-point communication link between computer terminals and a computer processor, or between distributed processors that does not require dial-up access.

Declaration Fee - A one-time fee, charged by an Alternate Facility provider to a customer who declares a business disruption.

Deferrable To defer.

Department - Operating unit within a Division.

Dependency - A key element that directly supports a Business Function in day-to-day normal operations. Examples include Applications and Systems, Interfaces, Third Party Relationships and Infrastructure elements.

Dial Backup - The use of dial-up communication lines as a backup to dedicated lines.

Dial-up Line - A communication link between computer terminals and a computer processor, which is established on demand by dialing a specific telephone number.

Direct Inward Dialing (DID) - A method of connecting calls, that originates on the public switch network, directly to special stations on a PBX.

Distributed Processing - Use of computers at various locations, typically interconnected via communication links for the purpose of data access and/or transfer.

Division - Operating unit within a Business Group.

Downloading - Connecting to another computer and copying a program or file from that system.

Downtime Manual - A document created by a Plan Unit in accordance with its Business Unit Continuity Plan that contains detailed recovery procedures. The Downtime Manual is an integral part of the Business Unit Continuity Plan but is generally housed in a separate document. Each section of the Downtime Manual must cross-reference back to the Business Unit Continuity Plan.

Drop Ship - A strategy for providing alternate processing capability in a business disruption, via contractual arrangements with an equipment supplier to ship replacement hardware within a specified time period.

E

Electronic Vaulting - Transfer of data to an off site storage facility via a communication link rather than via portable media. Typically used for batch/journal updates to critical and important files to supplement full backups taken periodically.

Emergency Coordinator (EC) - The building Emergency Coordinator is responsible for all aspects of life/safety at a specific location.

Emergency Notification - Notification that a business disruption has occurred – (Stand by for possible activation of the Business Continuity Plan).

Emergency Operations Center (EOC) - The EOC's are maintained by the Corporate Business Continuity Planning Office (Corporate Business Continuity Planning Office). EOC's are locations designed and staffed to support Business Unit and Technology Continuity Teams during recovery activities following a business disruption.

Emergency Preparedness - The discipline that ensures an organization, or community's readiness to respond to an emergency in a coordinated, timely and effective manner.

Emergency Response Procedures - This is the plan of action the building Emergency Response Team utilizes when activated. It should include and document evacuation plans/routes for the location, assembly points, role call/headcount procedures, etc. The procedures are documented and included in the Business Continuity Management Plan.

End User Contract - A contract between a Plan Unit and its supporting technology groups, which sets for the agreed upon Recovery Time Objectives for it's identified technology dependencies.

Exercise & Maintenance - The ongoing process of validating and testing the components of the Business Continuity Plans. See Exercise & Maintenance in the Business Continuity Planning Guide Book.

Extended Outage - A lengthy, unplanned disruption in system availability due to computer hardware or software problems or communication failures.

Extra Expense Coverage - Insurance coverage for business disruption related expenses, which may be incurred until operations are fully recovered after a business disruption.

F

Facsimile Transmission - A system for transmitting images usually over the public telephone network.

Fax - *Facsimile [Transmission](#)*.

Fiber Optics - A technology that uses light as a digital information carrier. Glass-based fiber optic cables occupy far less physical volume than conventional coaxial cables and wire pairs for an equivalent transmission capacity. Fiber optics is also immune to electrical interference.

File Backup - The practice of dumping (copying) a file stored on disk or tape to another disk or tape. This is done for protection case the active file gets damaged.

File Recovery - The restoration of computer files using backup copies.

File Server - A central repository of shared files and applications in a computer network (LAN).

Forward Recovery - The process of recovering a database to the point of failure by applying active journal or log data to the current backup files of the database.

G

Generator - An independent source of power usually fueled by diesel fuel or natural gas.

Global Documents - Continuity Plan documents that are maintained by the Corporate Business Continuity Planning Office. Global documents are standard across all Continuity Plans.

H

HALON - A gas used to extinguish fires effective only in closed areas.

Hot Site - An alternate facility that has in place the equipment and resources to recover the business functions affected by the occurrence of a business disruption. A hot-site is a fully equipped backup computer or business operations location. All environmental components, such as power, air conditioning and data/communication lines are installed to the location. All backup equipment, computer hardware and data/communication lines are installed. The location is ready to begin recovery processes immediately. Hot-sites may vary in type of facilities offered (such as data processing, communication, or any other critical and important business functions needing duplication). Location and size of the hot-site will be proportional to the equipment and resources needed.

I

Interagency Continuity Planning Regulation - A regulation written and imposed by the Federal Financial Institutions Examination Council concerning the need for financial institutions to maintain a working Business Continuity plan.

Interim Processing Strategies - The specific strategies and procedures that will be used to maintain and continue a Business Function following a loss of one or more of the dependencies that support it and until the affected dependency can be restored.

Internal Hot sites - A fully equipped alternate processing location owned and operated by the organization.

Invoke - To activate the business/technology plan.

L

Local Area Network (LAN) - Computing equipment, in close proximity to each other, connected to a server which houses software that can be access by the users. This method does not utilize a public carrier. See also [WAN](#).

LAN Recovery - The component of Business Continuity which deals specifically with the replacement of LAN equipment in the event of a business disruption and the restoration of essential data and software.

Leased Line - Usually synonymous with dedicated line.

Line Rerouting - A service offered by many regional telephone companies allowing the computer center to quickly reroute the network of dedicated lines to a backup location.

Line Voltage Regulators - Also known as surge protectors. These protectors/regulators distribute electricity evenly.

Living Disaster Recovery Plan System (LDRPS) - Database repository for all Continuity Plans at Wells Fargo & Co.

Locations:

Command Center - A predetermined and centrally located facility for initial assessment, evaluation and decision making to take place by a designated management team. The facility should have adequate phone lines and other pre-determined resources to begin recovery operations. Typically it is a temporary facility used by the management team to begin coordinating the recovery process and used until the recovery sites are functional. It may not be your primary worksite.

Off-site Storage Location - A site located a reasonable distance away from the primary work site, at which backup hardware, software, data files, documents, equipment or supplies are stored.

Recovery Site = Recovery (Alternate) Site - A location, other than the primary work site, used to process data and/or conduct critical and important business operations in the event of a business disruption. The facility is equipped with power, data/phone lines, records and space available for additional equipment needs in order to continue business operations.

Other - A location not described above, that may be used for continuity planning.

Loss - The unrecoverable business resources that are redirected or removed as a result of a business disruption. Such losses may be loss of life, revenue, market share, competitive stature, public image, facilities or operational capability.

M

Mainframe Computer - A high-end computer processor, with related peripheral devices, capable of supporting large volumes of batch processing, high performance on-line transaction processing systems and extensive data storage and retrieval.

Media Transportation Coverage - An insurance policy designed to cover transportation of items to and from an EDP center, the cost of reconstruction and the tracing of lost items.

MICR EQUIPMENT (Magnetic Ink Character Reader) - Equipment used to imprint machine-readable code. Generally, financial institutions use this equipment to prepare paper data for processing, encoding (imprinting) items such as routing and transit numbers, account numbers and dollar amounts.

Mobile Hot Site - A large trailer containing backup equipment and peripheral devices delivered to the scene of the business disruption. It is then hooked up to existing communication lines.

MODEM (Modulator Demodulator Unit)- Device that converts data from analog to digital and back again.

N

Network Architecture - The basic layout of a computer and its attached systems, such as terminals and the paths between them.

Network Outage - A disruption in system availability as a result of a communication failure affecting a network of computer terminals, processors or workstations.

Node - The name used to designate a part of a network. This may be used to describe one of the links in the network, or a type of link in the network (for example, Host Node or Intercept Node).

Notification Time Interval - A notification ranking assigned to personnel, customers, vendors and other third party relationships.

O

Off Line Processing - A backup mode of operation in which processing can continue throughout a network despite loss of communication with the mainframe computer.

Off Line Processing - A backup mode of operation in which processing can continue manually or in batch mode if the on-line systems are unavailable.

Off-site Storage Location - A secure location, remote from the primary location, at which backup hardware, software, data files, documents, equipment or supplies are stored.

On Line Systems - An interactive computer system supporting users over a network of computer terminals.

Operating Software - A type of system software supervising and directing all of the other software components plus the computer hardware.

Organization – Wells Fargo & Co.

Organization Chart - A diagram representative of the hierarchy of an organization's personnel.

Outsourcing - The transfer of data processing functions to an independent third party.

P

Peripheral Equipment - Devices connected to a computer processor, which perform such auxiliary functions as communications, data storage, printing, etc.

Physical Safeguards - Physical measures taken to prevent a business disruption, such as fire suppression systems, alarm systems, power backup and conditioning systems, access control systems, etc.

Plan Unit – Operating Unit within a Department. The lowest level in the organizational structure for developing a plan.

Plan Activation Teams - See the Corporate Business Continuity Plan, "Recovery Organization" for a detailed description of the roles and responsibilities of each plan activation team.

Platform - A hardware or software architecture of a particular model or family of computers (i.e., IBM, Tandem, HP, UNIX, etc.)

Portable Shell - An environmentally protected and readied structure that can be transported to a business disruption location so equipment can be obtained and installed near the original location. See Relocatable Shell

Post-Event Steps – Specific actions to be taken or procedures to be used to return to normal operations following the restoration of an affected Dependency. Post-Event Steps might include:

The controlled update of a key application or system

The relocation to a permanent (or original) facility

The re-routing of critical telephone numbers back to their original location

Procedural Safeguards - Procedural measures taken to prevent a business disruption, such as safety inspections, fire drills, security awareness programs, records retention programs, etc.

Q

Quality Assurance Review – Ensures that business continuity plans have been developed, documented and implemented in accordance with the Wells Fargo & Co. policies and procedures.

R

Reciprocal Agreement - An agreement between two organizations with compatible computer configurations allowing either organization to utilize the other's excess processing capacity in the event of a business disruption.

Record Retention - Storing historical documentation for a set period of time, usually mandated by state and federal law or the Internal Revenue Service.

Recovery Capability - This defines all of the components necessary to perform recovery. These components can include a plan, a recovery location, change control process, network rerouting and others.

Recovery Location - A location, other than the primary location, used to process data and/or conduct critical and important business operations in the event of a business disruption. The facility is equipped with power, data, telecommunications lines, and space to make available necessary equipment, furniture and records to continue business operations.

Recovery Period - The time period between a business disruption and a return to normal functions, during which the Business Continuity Plans are employed.

Recovery Point Objective (RPO) - The point in time to which data must be restored in order to resume processing transactions. RPO is the basis on which a data projection strategy is developed.

Recovery Procedures - Recovery procedures are contained within the Team Continuity Plan. They document the actions and activities that are necessary to recover normal business operations following a business disruption. Common recovery procedures include:

Restoration of all previously identified essential business records

Relocation of business operations to an alternate or repaired location

Re-creation of lost-work-in-progress

Restoration of backup information that is stored off-site

Recovery Solution - Pre-planned recovery resource acquisition techniques. Recovery Solutions describe techniques for replacing furniture, equipment, supplies, as well as the restoration of information. Sample recovery solutions include:

Purchase at time of business disruption

Storage of backup equipment off site

Contract for shippable equipment (Drop ship agreements)

Utilizing existing available equipment at an recovery location

Recovery Teams - See the Corporate Business Continuity Plan, "Recovery Organization" for a detailed description of the roles and responsibilities of each recovery team.

Recovery Time - The period from the business disruption to the recovery.

Recovery Time Interval - The time period after a business disruption in which a resources is to be notified, or product/service is needed.

Recovery Time Objective (RTO) - The time it takes to restore data and system/application functionality that must be restored in order to resume processing transactions.

Recovery Time Objectives Worksheet - A worksheet that lists each server in a technology environment, the use of the server, the users of the server, the estimated restore time interval of the server, the restore priority of the users (RPO), and user contact information. The worksheet is used to manage the recovery priority of the servers in the environment.

Re-locatable Shell -- A mobile recovery unit.

Response Team - See the Corporate Business Continuity Plan, "Recovery Organization" for a detailed description of the roles and responsibilities of the response team.

Resource Requirements - A needed supply.

Risk Assessment - The process of identifying and minimizing the exposures to certain threats, which an organization may experience. There are four steps in the Risk Assessment process:

Identify any control weaknesses and/or single points of failure

Identify the risks

Identify one or more countermeasures, with estimated implementation costs, which could be implemented to mitigate the identified risks

Select and implement the most appropriate countermeasure

Risk Management - The discipline, which ensures that an organization does not assume an unacceptable level of risk.

S

Salvage & Restoration - The process of reclaiming or refurbishing computer hardware, vital records, office facilities, etc. following a business disruption.

Salvage Procedures - Specified procedures to be activated if equipment or a facility should suffer any destruction.

Satellite Communication - Data communications via satellite. For geographically dispersed organizations, may be viable alternative to ground-based communications in the event of a business disruption.

Scope - Predefined areas of operation for which a Business Continuity plan is developed.

Service Bureau - A data processing utility that provides processing capability, normally for specialized processing, such as payroll.

Shadow File Processing - An approach to data backup in which real-time duplicates of critical and important files are maintained at a remote processing location.

Situation and Damage Assessment - The process of assessing damage, following a business disruption, to computer hardware, vital records, office facilities, etc. and determining what can be salvaged or restored and what must be replaced.

Skills Inventory - A listing of employees that lists their skills that applies to recovery.

Splits - The division and routing of an incoming telephone line to specific departmental groups.

Stand-Alone Processing - Processing, typically on a PC or mid-range computer, which does not require any communication link with a mainframe or other processor.

Subscription - Contract commitment providing an organization with the right to utilize a vendor recovery facility for recovery of their mainframe processing capability.

Systems Downtime - A planned disruption in system availability for scheduled system maintenance.

System Outage - An unplanned disruption in system availability as a result of computer hardware or software problems or operational problems.

T

Template Plan - A generic Business Continuity plan that can be tailored to fit a particular organization.

Third Party Relationship - A relationship with a vendor or key customer/business partner outside of the enterprise. The third party may provide a critical product or service that is relied upon by a Department/Business Unit to perform its operations.

U

Uninterruptible Power Supply (UPS) - A backup power supply with enough power to allow a safe and orderly shutdown of the central processing unit should there be a disruption or shutdown of electricity.

Uploading - Connecting to another computer and sending a copy of program or file to that computer.

V

Voice Recovery - The restoration of an organization's voice communications system.

W

Warm Site - An alternate processing location which is only partially equipped (As compared to Hot Site which is fully equipped).

Wide Area Network (WAN) - Like a LAN, except that parts of a WAN are geographically dispersed, possible in different cities or even on different continents. Public carriers like the telephone company are included in most WANs; a very large one might have its own satellite stations or microwave towers.

Work-In-Progress - The normal daily work of a Plan Unit that may be lost if an event or business disruption occurs. The affected Work-In-Progress will typically need to be reconstructed as part of the recovery effort.