# BBC BANK UGANDA LIMITED

Plot 14, Kampala Road, P.O. Box 70421, Kampala

# DISASTER RECOVERY TEST REPORT

DR Failover Exercise, Entebbe DR Site

Test date: 22–23 November 2025

## 1. Scope

Planned failover of Finacle 10, Postilion ATM Switch, Internet Banking and Active Directory from the Primary Data Centre to the Entebbe DR site. AgentConnect and Mobile Banking were excluded from this exercise because the DR environment for AgentConnect has not yet been provisioned by the vendor.

## 2. Results

| System | RTO (BIA) | Actual recovery time | RPO (BIA) | Actual data loss | Result |
|---|---|---|---|---|---|
| Finacle 10 | 4 h | 9 h 20 min | 15 min | 26 min | Failed |
| Postilion ATM Switch | 2 h | 3 h 10 min | 5 min | 0 | Failed |
| Internet Banking | 4 h | 3 h 45 min | 1 h | 0 | Passed |
| Active Directory | 2 h | 1 h 05 min | 24 h | 0 | Passed |
| AgentConnect | Not in BIA | Not tested | N/A | Replication lag observed 26 h | Not tested |

## 3. Issues Observed

- Oracle licence on the DR database server had expired; a temporary licence key was obtained from the vendor during the test (delay 3 h 40 min).
- DNS records for Finacle application servers were not updated in the DR runbook; manual changes were required.
- The End User Support team leader listed in the DRP had left the Bank and could not be reached; no alternate was named.
- Branches could not connect to DR for 55 minutes because the DR firewall rules had not been synchronised with production.

## 4. Actions

| # | Action | Owner | Target date | Status (30/06/2026) |
|---|---|---|---|---|
| 1 | Renew DR Oracle licence | Head of ICT | 31/12/2025 | Open |
| 2 | Update DR runbook (DNS, firewall) | Systems Administrator | 31/01/2026 | Open |
| 3 | Update DRP contact list and BIA to include AgentConnect | Head of ICT | 31/01/2026 | Open |
| 4 | Provision AgentConnect DR with PayNexa | Head of Agency and Digital | 31/03/2026 | Open |

Prepared by: Gerald Otim, Network Engineer. Reviewed by: Robert Ssebaggala, Head of ICT. Presented to ITSC: not yet presented.