

# WIC NC Disaster Recovery Exercise

## Summary and Findings

---

**Date of Report:** Monday, March 2, 2026

**Date of Test:** Monday, February 23, 2026

**Duration:** Failback to primary on Tuesday, February 24, 2026.

### Overview

The Crossroads Disaster Recovery (DR) test to Azure was successfully executed, including both failover to DR and fallback to primary environments. Validation activities confirmed system stability and data integrity, with limited outstanding issues requiring follow-up.

---

### Test Scope

- Production failover to Azure DR environment
- User validation and smoke testing
- Fallback to primary data center
- Post-fallback regression validation

### Key Participants & DR Roles:

| Participant         | Role During DR Exercise                         |
|---------------------|-------------------------------------------------|
| Jennifer Saunders   | Voyatek DR coordination and execution oversight |
| Rob Shaw-Fuller     | Voyatek Failover execution                      |
| Helena Young        | Voyatek Functional and smoke testing            |
| Cindy Kochersperger | Voyatek Functional and smoke testing            |
| Randal Wilcox       | Voyatek Application Rehosting Technical Support |
| Michael Heinrich    | Voyatek Application Technical Support           |
| Gezahegn Gute       | Voyatek Database validation                     |
| Matthew Bailey      | Voyatek Oversight and coordination              |
| Nan Pardington      | NC WIC Functional and smoke testing             |
| Phil Lucas          | NC technical coordination                       |

| Participant  | Role During DR Exercise                               |
|--------------|-------------------------------------------------------|
| Molly Jones  | NC Crossroads DR coordination and execution oversight |
| Wyatt Jordan | NC WIC Functional and smoke testing                   |

## Key Outcomes

### Successful DR Execution

- Failover to Azure DR completed successfully
- Fallback to primary environment executed without issue
- System availability maintained during both transitions

### Data Integrity Confirmed

- Data changes made before DR remained consistent:
  - During failover
  - After fallback

### Core Functionality Validated

- Critical business functions passed testing, including:
  - Family search and certification
  - Vendor operations
  - Appointment scheduling
  - Document processing

## Issues Identified

### Application Issue

- Income (OLV) screen error: Incorrect or missing system response and “NFAST EIS application error”
  - Observed during DR environment testing and Post-fallback testing

### Access / Network Constraints

- Inconsistent user access due to Firewall and Zscaler restrictions
  - Because this test was conducted prior to production transitioning to Azure a temporary production URL was being used and this needed to be allowed on the NC firewall. Will not apply when production cutover is completed.

- VPN-related variability
  - Users were able to log into Crossroads in DR when on the NC state network, however users on the NC State VPN were not able to log in.

## Action Items

### Infrastructure / Access

- Whitelist Azure DR in NC firewall and Zscaler
- Validate network behavior with and without NC state VPN
- Confirm external access consistency across user environments

### Application / Defect Resolution

- Investigate and resolve -OLV / Income screen error (NFAST EIS issue)
  - Investigation found production OLV/ESB Certificate was not installed. This was corrected prior to production cutover

### Test Revisions

- Update DR test scenarios to specifically identify testing for external system interfaces

## Overall Status

| Area                   | Status                                    |
|------------------------|-------------------------------------------|
| DR Failover & Fallback | Successful                                |
| Data Integrity         | Confirmed                                 |
| Core Functionality     | Validated                                 |
| Application Defects    | Closed                                    |
| Network Access         | NC State VPN needs DR firewall IP allowed |

## Executive Summary

The Crossroads Azure Disaster Recovery (DR) test has been successfully completed, validating end-to-end readiness across failover, fallback, and business validation scenarios.

The exercise confirmed that:

- The system can successfully fail over to the Azure DR environment and return to primary without disruption
- Data integrity is fully maintained across all phases of failover and recovery
- Core application functionality is operational and validated by NC stakeholders during testing

All critical DR objectives were achieved, demonstrating the platform's ability to support continued operations during a disaster scenario.