

Bird Marella  
IT Systems Issue FAQ (Frequently Asked Question)

**Topic: Extended downtime – Back-up servers**

**Applicability: All employees**

In case of a power outage at the office or other scenarios that impact the firm's systems the extent to which you will be able to access data and functionality will depend upon the severity of the event and the duration of time systems are expected to be unavailable.

E-mail is always available via Mimecast. See the separate FAQ on this topic.

See separate FAQ regarding which services are and are not available in the Cloud.

All firm data is backed-up offsite. However, in order to access that data the firm needs to “spin-up” servers in the cloud. Bringing the backups online is a complicated process that typically requires further downtime when, post emergency, the firm reverts back to its regular systems. Accordingly, the decision on whether and when to “spin-up” some or all the backup servers involves weighing a number of factors including the estimated length of the outage which can be fluid.

Once a decision is made to “spin-up” one or more of the backup servers you will be provided an IP address via email/text which will allow you to logon to Citrix and from there access firm resources.

Doc #3580628  
Rev date 5-16-19