

Incident response plan for SprutCAM X

1. The goal is to minimize the negative impact of an application crash on the organization's work.

Unavailability of application functionality is possible for the following reasons:

- **Errors in algorithms leading to incorrect results**

RTO—variable. A ticket is created in the problem monitoring system and an assessment of labor intensity and urgency is made.

PRO – no data loss occurs.

- **Problems causing the application to close completely**

RTO - problems are solved with maximum priority, usually updates are released within 24 hours or less from the moment the user informs them.

- **Problems caused by incorrect project saving**

RTO - problems are solved with maximum priority, usually updates are released within a day or less from the moment the user informs.

<input type="radio"/> Autosaves by timer	<input type="text" value="15 min"/>	Manually saved snapshots count	<input type="text" value="5"/>
<input checked="" type="radio"/> Autosaves by events		Autosaved snapshots count	<input type="text" value="15"/>
Long autosave time	<input type="text" value="5 sec"/>	Interval between long autosaves	<input type="text" value="5 min"/>

PRO – Depends on auto save settings.

The user can manage the **PRO** time himself.

- **Licensing issues**

RTO - problems are resolved with maximum priority, temporary licenses that allow you to continue working until problems with the main license are resolved are issued within a few minutes after the request.

PRO – no data loss occurs.

- **Problems with distribution deployment and updating**

RTO – problems are resolved within 1-2 days, usually faster. To quickly resolve problems, a remote connection to the user's computer is used.

PRO – no data loss occurs.

2. **Frequency of testing on backup resources**

Fully functional testing is carried out automatically with each distribution build.

Distributions are divided into 3 types:

1. **Night;**
2. **Release candidate;**
3. **Release;**

First, the changes go into the **Night distribution**; upon successful assembly and passing all tests, the changes go into the **Release candidate distribution**, in which, and after passing all the tests, the changes go into the **Release distribution**, from where, after additional manual testing, they reach the users.

Testing of all distributions includes:

1. Complex tests for calculating NC data;
2. Models import tests;
3. Tests of the operation of postprocessors and interpreters;
4. Tests of the licensing and protection system.
5. Unit tests of individual distribution modules.

Distributions are built at least once a day.

Release testing additionally includes manual testing of the main features and tickets assigned for fixes in the current release.

The main testing team consists of 2 specialists; if necessary, it expands to 5 people.

Various bots have also been configured, which, when they detect violations in the

functioning of services, send appropriate messages to responsible persons and to the company's general internal chats.

3. Recovery procedures and list of personnel responsible for implementing the plan.

The services responsible for the operation of all online functions of the applications are located on virtual servers in Germany at the **Hetzner** company.

Backup of all dependent resources will be performed once a day to media located in a separate room.

Responsible persons who have information on the necessary actions to fully restore the system:

Project Manager SprutCAM X;

System Administrator.