

SOUTHBANK INC.

DR SCENARIO:

AWS Availability Zone Automatic Failover Simulation

PROJECT/ENVIRONMENT:

SBPay (Portal and Mobile App), New LMS, CIF, CASA

Date Conducted: July 19, 2025

Start Time: 9:00 AM

End Time: 9:50 AM

1. Executive Summary:

This document outlines the success criteria and validation results of the IT DR Simulation conducted on the SBPay environment and associated systems. The test ensures service availability and transaction integrity after failover.

2. Pre-Check Summary (Before DR Simulation):

AREA CHECKED	STATUS (Yes/No)	REMARKS
All Production Systems Online	Yes	
Users Notified of DR Activity	Yes	Notified via email
Backup Verified	Yes	Also performed manual backup
Failover Prepared	Yes	

3. Transactional and Functional Test Checklist:

#	TEST CASE DESCRIPTION	SUCCESS CRITERIA	TESTER / VALIDATOR	STATUS (PASS/FAIL)	REMARKS
1	Login to Branch Portal	Branch staff can successfully access portal	1. Angeline Damalan	Pass	
2.	Login to Mobile App	Users can log in without delay or timeout post-failover	1. Ed Valencia 2. Norman A. 3. James Vizcayno	Pass	
3.	Cash In Transaction	Cash-in reflects real-time in user balance, receipt/notification received	1. Angeline Damalan 2. Allanis Macabaling	Pass	
4.	Send Money P2P (Mobile App)	Sender receives confirmation and the recipient account is credited in real-time	1. Allanis Macabaling 2. Kathleen Flores	Pass	

5.	Cash Out Transaction	Amount debited from user, received via linked outlet or wallet	1. Kathleen Flores 2. Angeline Damalan	Pass	
6.	KYC Inquiry	KYC status retrieves correctly based on valid user ID / mobile number (Validate the account number and the branch membership)	1. Angeline Damalan 2. Ed Valencia	Pass	
7.	Other Channels – GCash (Portal)	Fund transfer to/from GCash wallet is processed with confirmation	1. Angeline D. 2. Ged Raypon	Pass	
8.	Interbank Transfer – Portal	Transaction reflects correctly with successful debit and generated receipt	1. Angeline Damalan 2. Ed Valencia	Pass	
9.	Interbank Transfer – Mobile App	Successfully transferred to external bank via i2i-instay.	1. Ed Valencia 2. Norman Armian	Pass	
10.	Reports Generation	End-of-day, transactional, or audit reports can be generated correctly	1. Angeline Damalan 2. Paula Suralta	Pass	

4. Screenshots Section: Refer to Attachment 1.

5. POST-CHECK SUMMARY (AFTER DR SIMULATION):

AREA CHECKED	STATUS (YES/NO)	REMARKS
All Systems Returned to Normal	Yes	
No Data Loss Confirmed	Yes	Reports are intact as extracted previously and current (during the activity)
User Access Restored	Yes	
Reports Match Expected Results	Yes	

6. ISSUES ENCOUNTERED:

#	Item	Description of Issue	Resolution or Action Plan
1			
2			
3			

7. FINAL ASSESSMENT:

Overall Outcome: Successful Partially Successful Failed

8. RECOMMENDATION AND OBSERVATION:

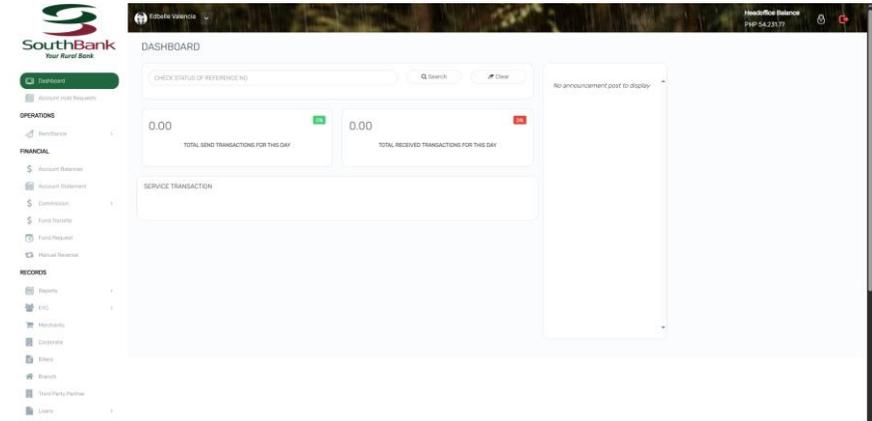
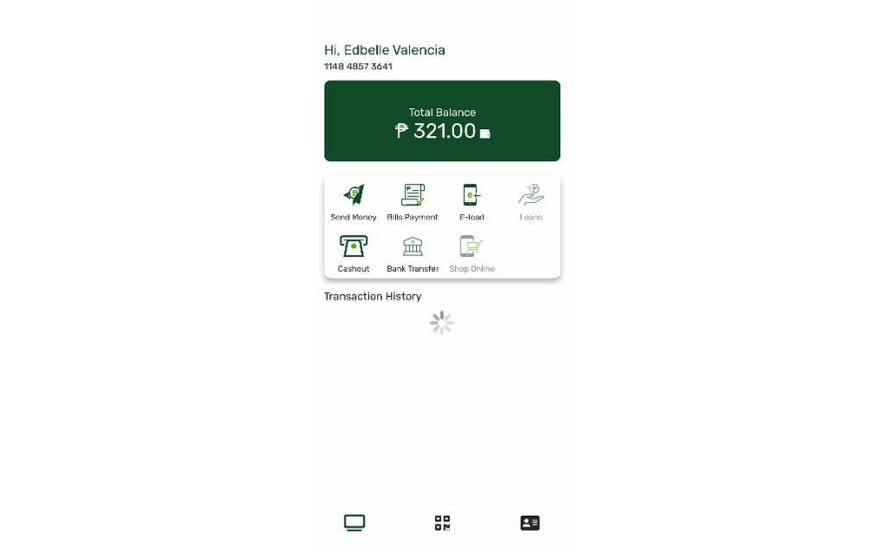
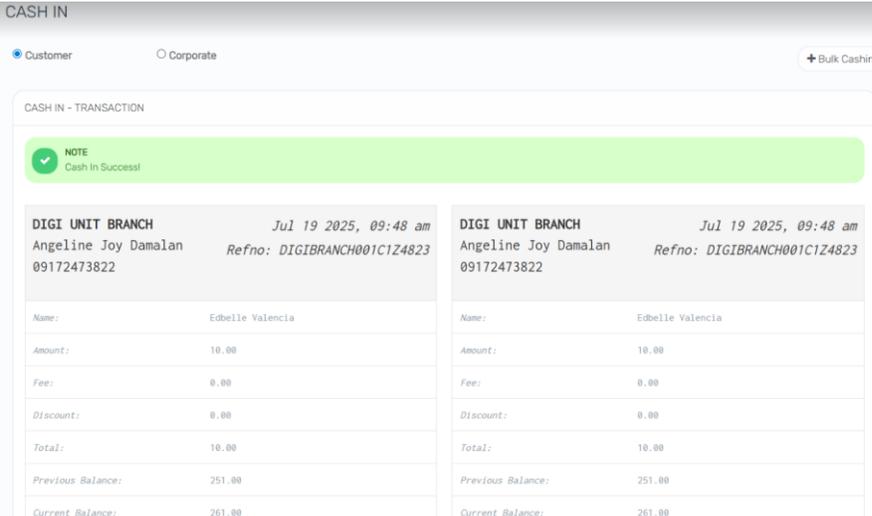
Based on the results of the various transactional outputs, it has been concluded that the IT Disaster Recovery (DR) exercise for the Availability Zone (AZ) Failover was successful.

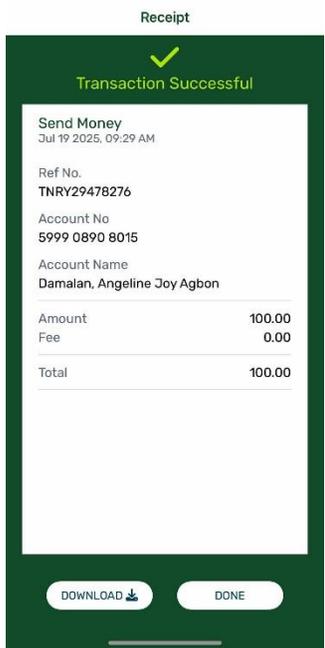
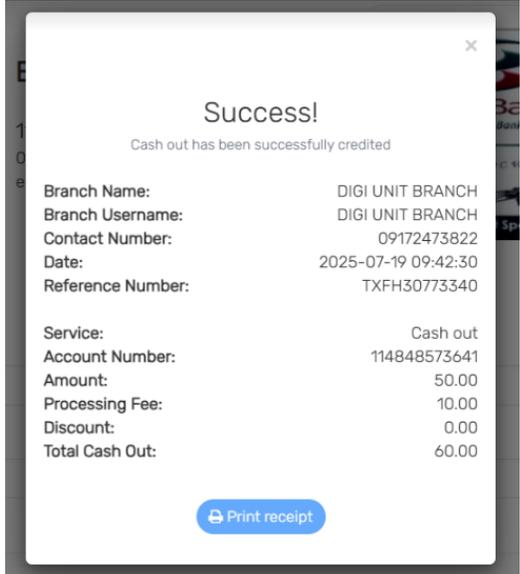
However, it is noted that the next DR activity should also include the e-loading facility to ensure comprehensive testing coverage.

SIGN-OFF:

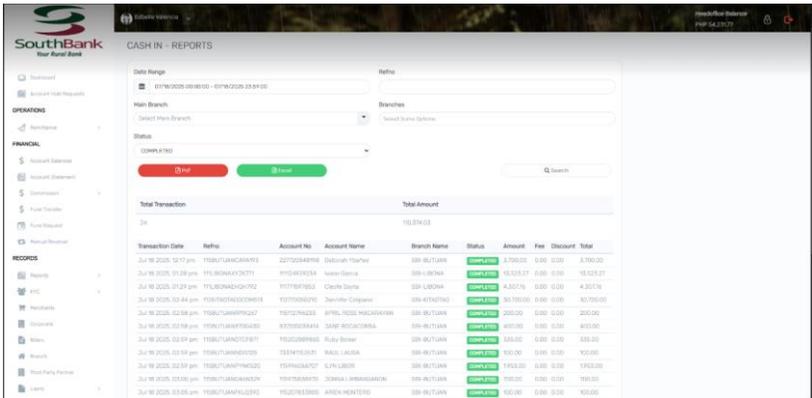
NAME / ORGANIZATION	ROLE	SIGNATURE	DATE
Norman Armian / SBI	DR Lead		July 21,2025
CJ Bayno ICORE	Lead Developer/Database		
Redie Ramos ICORE	AWS Engineer		July 22, 2025
<p>(SBI /DIGI)</p> <ul style="list-style-type: none"> • Edbelle Valencia • Angeline Damalan • Ian Vizcayno • Rob Castillon 	Tester/Validator		July 21,2025
			July 21,2025
			July 21,2025
			July 21,2025
Geraldine Raypon – Audit / SBI	Business Unit Representative/Observer		July 21,2025
Allanis Macabalang – Operations /SBI	Business Unit Representative/Observer		July 21,2025
Kathleen Flores – ASU /SBI Gerna Pineda – ASU / SBI	Business Unit Representative/Observer		July 21, 2025
Honey Jane Cabalog – Compliance /SBI	Business Unit Representative/Observer		July 21,2025

Attachment 1: Test Results

#	TEST CASE DESCRIPTION	RESULT
1	Login to Branch Portal	 <p>The screenshot shows the SouthBank Branch Portal dashboard. At the top, there is a search bar and a 'Close' button. Below this, there are two summary cards: 'TOTAL SEND TRANSACTIONS FOR THIS DAY' with a value of 0.00 and 'TOTAL RECEIVED TRANSACTIONS FOR THIS DAY' with a value of 0.00. A 'SERVICE TRANSACTION' section is visible below. On the left, there is a navigation menu with categories like OPERATIONS, FINANCIAL, and RECORDS.</p>
2.	Logins to Mobile App	 <p>The screenshot shows the SouthBank mobile app home screen for user Edbelle Valencia (1148 4857 5641). The total balance is displayed as ₱ 321.00. Below the balance, there are several service icons: Send Money, Bills Payment, E-load, Loans, Cashout, Bank Transfer, and Shop Online. A 'Transaction History' section is shown with a loading spinner.</p>
3.	Cash In Transaction	 <p>The screenshot shows the 'CASH IN' transaction confirmation screen. It is for a 'Customer' and shows a successful transaction. A green notification bar at the top says 'NOTE Cash In Successful'. Below, there are two identical transaction details cards for 'DIGI UNIT BRANCH' on 'Jul 19 2025, 09:48 am' for user 'Angeline Joy Damalan' (Refno: DIGIBRANCH001C1Z4823, 09172473822). The details include Name (Edbelle Valencia), Amount (10.00), Fee (0.00), Discount (0.00), Total (10.00), Previous Balance (251.00), and Current Balance (261.00).</p>

<p>4.</p>	<p>Send Money P2P (Mobile App)</p>																									
<p>5.</p>	<p>Cash Out Transaction</p>																									
<p>6.</p>	<p>KYC Inquiry</p>	<p>REGISTRATION - KYC</p> <p>SEARCH CUSTOMER'S PROFILE</p> <p>First Name Middle Name Last Name Q Search</p> <p>114848573641 Customer No</p> <p><input type="checkbox"/> Is Draft <input type="checkbox"/> Have Request Update</p> <p>Need Registration Approval</p> <table border="1"> <thead> <tr> <th>Account No</th> <th>Customer No</th> <th>First Name</th> <th>Middle Name</th> <th>Last Name</th> <th>Date of Birth</th> <th>Blacklisted</th> <th></th> </tr> </thead> <tbody> <tr> <td>114848573641</td> <td>639262006811</td> <td>Edbelle</td> <td>Casiño</td> <td>Valencia</td> <td>02/22/1993</td> <td>NO</td> <td>View</td> </tr> <tr> <td>114848573641</td> <td>639262006811</td> <td>Edbelle</td> <td>Casiño</td> <td>Valencia</td> <td>02/22/1993</td> <td>NO</td> <td>View</td> </tr> </tbody> </table> <p>First Previous 1 Next Last</p>	Account No	Customer No	First Name	Middle Name	Last Name	Date of Birth	Blacklisted		114848573641	639262006811	Edbelle	Casiño	Valencia	02/22/1993	NO	View	114848573641	639262006811	Edbelle	Casiño	Valencia	02/22/1993	NO	View
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7.	Other Channels – GCash (Portal)	<p>DEPOSIT - PARTNER</p> <p>GCASH <input type="text"/> <input type="button" value="Q Search Biller"/></p> <p>SUCCESS Successful Deposit</p> <p>Globe GCASH</p> <table border="1"> <tr> <td>DIGI UNIT BRANCH Angeline Joy Damalan 09172473822</td> <td>Jul 19 2025, 09:34 am Refno: D241AEFE43XW Trans Ref: 150784134623</td> <td>DIGI UNIT BRANCH Angeline Joy Damalan 09172473822</td> <td>Jul 19 2025, 09:34 am Refno: D241AEFE43XW Trans Ref: 150784134623</td> </tr> <tr> <td>Service Name:</td> <td>GCASH</td> <td>Service Name:</td> <td>GCASH</td> </tr> <tr> <td>Account No:</td> <td>09277820509</td> <td>Account No:</td> <td>09277820509</td> </tr> <tr> <td>Amount:</td> <td>100.00</td> <td>Amount:</td> <td>100.00</td> </tr> <tr> <td>Service Fee:</td> <td>0.00</td> <td>Service Fee:</td> <td>0.00</td> </tr> <tr> <td>Processing Fee:</td> <td>10.00</td> <td>Processing Fee:</td> <td>10.00</td> </tr> <tr> <td>Discount:</td> <td>0.00</td> <td>Discount:</td> <td>0.00</td> </tr> <tr> <td>Total:</td> <td>110.00</td> <td>Total:</td> <td>110.00</td> </tr> <tr> <td colspan="2"><i>Customer's copy</i></td> <td colspan="2"><i>Branch's copy</i></td> </tr> </table>	DIGI UNIT BRANCH Angeline Joy Damalan 09172473822	Jul 19 2025, 09:34 am Refno: D241AEFE43XW Trans Ref: 150784134623	DIGI UNIT BRANCH Angeline Joy Damalan 09172473822	Jul 19 2025, 09:34 am Refno: D241AEFE43XW Trans Ref: 150784134623	Service Name:	GCASH	Service Name:	GCASH	Account No:	09277820509	Account No:	09277820509	Amount:	100.00	Amount:	100.00	Service Fee:	0.00	Service Fee:	0.00	Processing Fee:	10.00	Processing Fee:	10.00	Discount:	0.00	Discount:	0.00	Total:	110.00	Total:	110.00	<i>Customer's copy</i>		<i>Branch's copy</i>	
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9.	Interbank Transfer – Mobile App	<p>Receipt</p> <p>Transaction Successful</p> <p>Send Money - Bank Transfer Jul 19 2025, 09:32 AM</p> <p>Ref. No IP1752888759574BF</p> <p>Bank Land Bank Of The Philippines</p> <p>Account Name Edbelle Valencia</p> <p>Account Number 4748442411169157</p> <p>Amount 50.00</p> <p>Service Charge 25.00</p> <p>Total 75.00</p> <p><input type="button" value="DOWNLOAD"/> <input type="button" value="DONE"/></p>																																				

10.	Reports	 <p>The screenshot displays the 'CASH IN - REPORTS' interface. It includes a navigation menu on the left with categories like OPERATIONS, FINANCIAL, and RECORDS. The main area shows a search filter for 'Date Range' (01/06/2025 00:00:00 - 01/06/2025 23:59:59) and a 'Ref' field. Below this is a table of transactions. The table has the following columns: Transaction Date, Ref, Account No, Account Name, Branch Name, Status, Amount, Fee, Discount, and Total. The transactions listed are:</p> <table border="1"> <thead> <tr> <th>Transaction Date</th> <th>Ref</th> <th>Account No</th> <th>Account Name</th> <th>Branch Name</th> <th>Status</th> <th>Amount</th> <th>Fee</th> <th>Discount</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>31/05/2025 12:17 pm</td> <td>1180UTJAMCJ8A993</td> <td>2272284838</td> <td>Deborah Young</td> <td>888-8ULTJAN</td> <td>Completed</td> <td>1,795.00</td> <td>0.00</td> <td>0.00</td> <td>1,795.00</td> </tr> <tr> <td>31/05/2025 01:38 pm</td> <td>1180NANV3K771</td> <td>8104829234</td> <td>Isabel Garcia</td> <td>888-8LBNNA</td> <td>Completed</td> <td>13,328.27</td> <td>0.00</td> <td>0.00</td> <td>13,328.27</td> </tr> <tr> <td>31/05/2025 01:29 pm</td> <td>1180NANHQH792</td> <td>8107979833</td> <td>Clarke Davis</td> <td>888-8LBNNA</td> <td>Completed</td> <td>4,202.76</td> <td>0.00</td> <td>0.00</td> <td>4,202.76</td> </tr> <tr> <td>31/05/2025 02:46 pm</td> <td>1180NANQJG39828</td> <td>8107982925</td> <td>Samira Singhal</td> <td>888-8LBNNA</td> <td>Completed</td> <td>82,794.00</td> <td>0.00</td> <td>0.00</td> <td>82,794.00</td> </tr> <tr> <td>31/05/2025 02:58 pm</td> <td>1180UTJAMF99247</td> <td>7572794225</td> <td>APRIL ROSE MACARAWA</td> <td>888-8ULTJAN</td> <td>Completed</td> <td>200.00</td> <td>0.00</td> <td>0.00</td> <td>200.00</td> </tr> <tr> <td>31/05/2025 02:58 pm</td> <td>1180UTJAMF95435</td> <td>8107982925</td> <td>DAVE ROTACORNA</td> <td>888-8ULTJAN</td> <td>Completed</td> <td>400.00</td> <td>0.00</td> <td>0.00</td> <td>400.00</td> </tr> <tr> <td>31/05/2025 02:58 pm</td> <td>1180UTJAMF92871</td> <td>7522889848</td> <td>Ruby Bower</td> <td>888-8ULTJAN</td> <td>Completed</td> <td>588.00</td> <td>0.00</td> <td>0.00</td> <td>588.00</td> </tr> <tr> <td>31/05/2025 02:58 pm</td> <td>1180UTJAMN03025</td> <td>7523476281</td> <td>RAJIA LAUSA</td> <td>888-8ULTJAN</td> <td>Completed</td> <td>100.00</td> <td>0.00</td> <td>0.00</td> <td>100.00</td> </tr> <tr> <td>31/05/2025 02:58 pm</td> <td>1180UTJAMF74520</td> <td>7579424872</td> <td>LYN LARSEN</td> <td>888-8ULTJAN</td> <td>Completed</td> <td>1763.00</td> <td>0.00</td> <td>0.00</td> <td>1763.00</td> </tr> <tr> <td>31/05/2025 03:00 pm</td> <td>1180UTJAMN44837</td> <td>8107982925</td> <td>SHARAL JIRANGALAN</td> <td>888-8ULTJAN</td> <td>Completed</td> <td>789.00</td> <td>0.00</td> <td>0.00</td> <td>789.00</td> </tr> <tr> <td>31/05/2025 03:02 pm</td> <td>1180UTJAMF62592</td> <td>7523783865</td> <td>ANNE MONTES</td> <td>888-8ULTJAN</td> <td>Completed</td> <td>100.00</td> <td>0.00</td> <td>0.00</td> <td>100.00</td> </tr> </tbody> </table>	Transaction Date	Ref	Account No	Account Name	Branch Name	Status	Amount	Fee	Discount	Total	31/05/2025 12:17 pm	1180UTJAMCJ8A993	2272284838	Deborah Young	888-8ULTJAN	Completed	1,795.00	0.00	0.00	1,795.00	31/05/2025 01:38 pm	1180NANV3K771	8104829234	Isabel Garcia	888-8LBNNA	Completed	13,328.27	0.00	0.00	13,328.27	31/05/2025 01:29 pm	1180NANHQH792	8107979833	Clarke Davis	888-8LBNNA	Completed	4,202.76	0.00	0.00	4,202.76	31/05/2025 02:46 pm	1180NANQJG39828	8107982925	Samira Singhal	888-8LBNNA	Completed	82,794.00	0.00	0.00	82,794.00	31/05/2025 02:58 pm	1180UTJAMF99247	7572794225	APRIL ROSE MACARAWA	888-8ULTJAN	Completed	200.00	0.00	0.00	200.00	31/05/2025 02:58 pm	1180UTJAMF95435	8107982925	DAVE ROTACORNA	888-8ULTJAN	Completed	400.00	0.00	0.00	400.00	31/05/2025 02:58 pm	1180UTJAMF92871	7522889848	Ruby Bower	888-8ULTJAN	Completed	588.00	0.00	0.00	588.00	31/05/2025 02:58 pm	1180UTJAMN03025	7523476281	RAJIA LAUSA	888-8ULTJAN	Completed	100.00	0.00	0.00	100.00	31/05/2025 02:58 pm	1180UTJAMF74520	7579424872	LYN LARSEN	888-8ULTJAN	Completed	1763.00	0.00	0.00	1763.00	31/05/2025 03:00 pm	1180UTJAMN44837	8107982925	SHARAL JIRANGALAN	888-8ULTJAN	Completed	789.00	0.00	0.00	789.00	31/05/2025 03:02 pm	1180UTJAMF62592	7523783865	ANNE MONTES	888-8ULTJAN	Completed	100.00	0.00	0.00	100.00
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