

# FirstPriority Data Centre Migration

## FAQ

Published 28<sup>th</sup> August 2024

---

RMT data centre migration to primary site NEXTDC Sydney between **8:00 AM Saturday 28 September to 1:00 AM Sunday 29 September (AEST, UTC+10)**.

### How can I prepare for the maintenance?

If any of our outbound IP addresses are currently hardcoded or whitelisted, please ensure your systems are configured to accept both Perth and Sydney data centre outbound IP addresses before the maintenance. This will help mitigate potential service interruptions during the maintenance window.


### Why is this migration happening?

In April 2024, we failed over your services to our Perth data centre due to a Disaster Recovery (DR) event and therefore this maintenance is essential to migrate back to our primary data centre as part of our incident management process.

### Will I be able to access the FirstPriority application?

FirstPriority application will be unavailable during the maintenance window. We will put a maintenance page, which will inform the user of the scheduled window.

### Will my FirstPriority mobile access work?

FirstPriority mobile app will automatically go in offline mode when connection to FirstPriority application is unavailable. Mobile app users can prepare for offline mode by clicking on the Home menu  in their mobile app and clicking on the 'PREPARE FOR OFFLINE' button prior to the maintenance window.

## What should I do if I experience issues after the maintenance?

If you encounter any issues, please contact RMT support team at [FirstPriorityHelpdesk@rmtglobal.com](mailto:FirstPriorityHelpdesk@rmtglobal.com).

## Will there be any changes to the FirstPriority services I use?

The primary change will be the outbound IP address for the RMT email service. Please add the outbound IP address of our Sydney data centre site to your configuration if there is any hardcoding or whitelisting of our outbound IP addresses.

There are no changes to inbound IP addresses. There will be no changes to how you access to your FirstPriority services.

## What will happen to our scheduled forms and reports in FirstPriority?

All forms and reports that are scheduled during the maintenance window will be delivered after the completion of the maintenance work.

## What will happen to our software integration with the DWH API, Gateway web service or FP SIP?

If you have third party applications that interface the DWH API, Gateway webservice or FPSIP service then they will not be accessible during the outage period.

## What is the risk impact analysis?

The risk impact analysis indicates a low-medium risk due to RMT's experience with failovers and their ability to avoid previous issues. IP changes have been communicated to clients well in advance, and access to FirstPriority verified during pen testing. The impact on FirstPriority services and outbound IP changes has been outlined in our maintenance notification, and our change process includes both implementation and rollback plans for the data centre migration.

## What is the implementation plan?

The implementation is fully delivered by RMT personnel using our change process. There is no implementation action required by clients except if a client has hardcoding or whitelisting of RMT outbound IP addresses.

## What is the backout plan?

The backout plan is included in the maintenance window. In the unlikely event that a rollback is needed, RMT will revert to our secondary site in NEXTDC P2 in Perth. You will be notified if a rollback occurs and when it is completed. Please leave the outbound email IP addresses for both Perth and Sydney data centre sites in your configurations if you have any hardcoded or whitelisted outbound IP addresses.