Program Report Card: Disaster Backup and Recovery/Business Continuity (DOIT)

Quality of Life Result: Continued delivery of critical government services to the public in the event of a disaster.

Contribution to Result: DOIT organizes and executes Disaster Backup and Recovery (DBAR) exercises to test disaster recovery processes for systems hosted and managed by DOIT in its Data Center. Seventeen exercises have been held since 2005, with 1062 hours spent in direct exercise time.

Between FY 2005 and FY 2007, DOIT used HIPAA bond funds to facilitate the completion of Disaster Recovery and Business Continuity plans for ten HIPAA agencies, and provided a planning template for non-HIPAA agency use in FY 2007. A requirements document was completed in FY 2008 for a second Data Center to operate in tandem with the existing Data Center to lower risk, decrease recovery time, and reduce dependency on contracted recovery services, for which $579,744 per year is being paid in addition to tape and travel costs.

Partners: DOIT leverages its existing subscription for recovery site services by inviting additional agencies to participate in scheduled disaster recovery exercises. A permanent expansion of the State's recoverability posture requires expansion/inclusion of all agencies that self-manage systems physically located in DOIT's Data Center, and systems that agencies have chosen to host at their own facility. DOIT's paid subscription for DBAR services (including consulting and an out of state recovery site) is scalable to accommodate additional agency systems and data but at additional cost.

FY 2005 – FY 2010		SYSTEMS			DATA	NETWORK	
		Mainframe	Distributed		Data Backup System (TSM)	Core Network Hardware/ Systems	Bandwidth
			DOIT Managed	* Agency Managed			
Exercises _# Held_ 17 _Hours_ 1062 **Participation** _Employees_ 253 _Agencies_ 19	**% Tested and Restored During DR Exercises** *(Operable Under Test Conditions)*	100%	65%	6%	100%	100%	DOIT subscribes to 10 Mbps of bandwidth to conduct DR tests. Average daily use of the state network is 155 Mbps, with frequent peaks of 255 Mbps or more seen monthly.
	% Recovery Site Can Accommodate at Same Time *(Under Existing Subscription Level)*	100%	35%	6%	100%	90% *May need additional equipment to ensure adequate throughput	Enabling connectivity at FY 2008 levels would require purchase of bandwidth of 135 Mbps minimum, and redirection of 800+ agency WAN connections to recovery site.

* Includes DRS, DSS, DMHAS, and DMV systems and servers.
  Does not include Core-CT, which has its own data replication site.