



California
TECHNOLOGY AGENCY
Office of Technology Services

Statewide Disaster Recovery Services

Megan Smith, Supervisor
Statewide Disaster Recovery Services Unit

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Operations Division
Office of Technology Services

OTech Business Continuity Section

- **Business Resumption Services**
 - Internal OTech Business Recovery & Crisis Management
- **Statewide Disaster Recovery Services**
 - Customer Recovery

Statewide Disaster Recovery Services Unit

- **Manages the OTech Disaster Recovery service offering for OTech Customers. This includes:**
 - Working with Customer Delivery Division account representatives to bring on board new DR Service customers
 - Coordinating with business process owners, customers, and vendors to support development and implementation of new DR service offerings
 - Testing our customers' DR solutions by planning, preparing and conducting disaster recovery exercises

Statewide Disaster Recovery Services Unit

- **Manages the warmsite contract with vendor (IBM at this time).**
 - OTech is sun-setting this solution for OTech managed systems.
- **Develops and maintains the OTech Disaster Recovery Plan. This includes:**
 - Working with technical units to develop and maintain their Technical Recovery Plans (TRPs)
 - Working with customers to develop and maintain their TRPs

Statewide Disaster Recovery Services

OTech currently has two Disaster Recovery service offerings for our managed customers.

■ **Service Continuity Mainframe Services (SCMS)**

- In house solution using alternate campus
- RTO – 24 hours
- RPO – 5 minutes

■ **Midrange Disaster Recovery Project (MRDR) (beginning 2012)**

- In house solution using capacity on demand at opposite campus – current project
- Pilot completed successfully, in planning and design stage for rest of current midrange customers
- RTO – 24 hours
- RPO – 24 hours

Service Continuity Mainframe Service

Service Continuity Mainframe Service (SCMS)

- The SCMS service offering establishes capability that enables the OTech to provide Disaster Recovery for the mainframe platform and mainframe data for customers whose systems are hosted at the two OTech campuses (Gold Camp & Vacaville).

SCMS Facts

- Mainframe DASD replication will provide the DASD at the alternative campus
- The Virtual Tape System (VTS) will provide access to tape data at the alternative campus
- The mainframe at each campus will have Capacity On-Demand purchased and available to run all Disaster Recovery customers at the alternative campus (in the event of a true disaster).

Service Continuity Mainframe Service

What SCMS Can Do For You

- SCMS provides for a 24 Hour Recovery Time Objective (RTO).
- SCMS provides for a 5 Minute Recovery Point Objective for DASD.
- SCMS provides for three Exercises per Year.
 - Two exercises approximately 1-week long.
 - One exercise per year for approximately 4 hours during a maintenance window to verify network failover and connectivity

Mid-Range Disaster Recovery Project

- This project will create an OTech managed and operated Disaster Recovery service for mid-range servers including AIX, Windows and Solaris platforms.
- The Mid-Range D/R Project will address all infrastructure and services provided through the OTech's Managed Services and will establish a single tier of DR Service.
- The OTech will be migrating existing Mid-Range DR customers to the new solution in 2011/2012

How to Subscribe to OTech Disaster Recovery Services

- Contact your Customer Delivery account representative to initiate a Service Request.
http://www.dts.ca.gov/docs/customer_relations_contact_directory.xls
- The Service Request must contain the name of your critical applications and any other information related to your Disaster Recovery needs.
- An OTech Disaster Recovery Coordinator will provide you with a Cost Quote.
- If you accept the cost quote, you will then submit a Service Request requesting DR Service and attach the cost quote previously received.
- The OTech DR Coordinator will work with you on next steps to bring you on board.

Frequently Asked Questions (FAQs)

Q: What if a Network type of disaster affects both Gold Camp and Vacaville campuses?

A: There are already robust redundancies built into both sites.

Q: If you have multiple subscribers, who is recovered first, second and third?

A: Recovery will be done in parallel.

Q: What additional work is required from the customers to perform an SCMS DR Exercise?

A: Each customer is required to complete a Goals and Objectives document. The customer also identifies any output required as part of the exercise including printing, FTP and email (SNMP). The customer updates firewalls to allow the testers to connect to the Disaster Recovery IP address

Questions



For More Information

■ Customer Delivery Division:

- (916) 431-5390

- http://www.dts.ca.gov/docs/customer_relations_contact_directory.xls

■ Business Continuity Section

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