

2013 Program Report Card: Disaster Backup and Recovery DAS/BEST

Quality of Life Result: Critical government services throughout the state continue to be delivered to the public in the event of a disaster.

Contribution to the Result: By facilitating and executing a Disaster Backup and Recovery (DBAR) exercise twice a year to test disaster recovery processes and effectiveness for systems hosted and managed by the DAS Bureau of Enterprise Systems & Technology (BEST), this program mitigates the chance that disruptions in critical government services will occur during a disaster. **For example, because the DBAR program supports the resiliency of the primary data center, the state's data center remained online and 100% available throughout Super Storm Sandy in October 2012.**

Program Expenditures	State Funding	Federal Funding	Other Funding	Total Funding
Actual FY 12	\$702,863.00	\$0.00	\$0.00	\$702,863.00
Estimated FY 13	▼ \$646,145.00	\$0.00	\$0.00	▼ \$646,145.00

Downward trend of Expenditures: Actual expenses for FY10-FY12 for Salary, benefits, out-of-state travel, were for 4+ employees in ITDDR/BCP. These same expenses in FY13 are for 1 employee only.

Partners: DAS/BEST primary program partners with those state agencies who elect to participate in one of the states two annual DR tests as well as IBM for use of their Business Continuity and Resiliency Services, and Iron Mountain for the storage and retrieval of data critical to recovery, among others.

How Much Did We Do?

Total Recovery Portfolio – FY2011	
Infrastructure	All
Network	All
Priority 1 Applications	54
Priority 2 Applications	19
Priority 3 Applications	55
Total Applications	128
Applications DR Eligible	125

Story behind the baseline: From year to year, the portfolio of agency business systems that may be eligible for DR support can vary. New systems come online, older systems are retired, and some systems may be downgraded to a non-DR status. The table above reflects the census as of the September 2012 test.

Agencies elect to participate in the semi-annual tests – or not – based on agency schedules, workloads and staff availability.

Excluded from this portfolio are business systems that are under the local control of a given agency or those that may be housed in the data center, but are not managed by BEST.

How Well Did We Do It?

The following tables quantify the outcomes from the DBAR testing activities conducted in September, 2010 and March, 2011.

DBAR Results - Baseline	
Infrastructure	100%
Network (DR Support)	100%

DBAR Results - Priority 1	
# Tested	7
# Recovered	3
Results	30%

DBAR Results - Priority 2	
# Tested	2
# Recovered	2
Results	100%

DBAR Results - Priority 3	
# Tested	10
# Recovered	9
Results	90%

How Well Did We Do It?

Story behind the baseline:

Conducting the state's semi-annual DBAR represents a significant commitment of time on the part of the various divisions within BEST as well as the technology resources of those agencies choosing to participate. Weeks of planning and logistics culminate in a 72 hour "event," during which the recovery activities are executed.

The primary objective of the DBAR is the successful recovery of the network and critical infrastructure resources, which provide the foundation for the recovery of the agency business systems. In reality, the effort to accomplish this consumes the bulk of the work performed for each test. **For FY2012, 90% of the applications selected for testing were successfully recovered.**

The number of applications that were tested declined in FY2012 due to a need to devote key agency technical resources to support the implementation of the Filenet application that coincided with September 2012 testing window.