

2012 Program Report Card: Disaster Backup and Recovery (DAS/BEST – formerly DOIT)

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 Hurricane Irene and the October 29, 2011 storm.**

Program Expenditures	State Funding	Federal Funding	Other Funding	Total Funding
Actual FY 11	\$873,914.00	\$0.00	\$0.00	\$873,914.00
Estimated FY 12	▼ \$713,704.00	\$0.00	\$0.00	▼ \$713,704.00

Negotiated cost reduction for FY2012

Partners: DAS/BEST primary program partners with those state agencies who elect to participate in one of the state’s 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	23
Priority 2 Applications	22
Priority 3 Applications	16
Total Applications	61
Applications DR Eligible	56

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 March 2011 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	6 ▼
# Recovered	6
Results	100%

DBAR Results - Priority 2	
# Tested	9 ▼
# Recovered	9
Results	100%

DBAR Results - Priority 3	
# Tested	4 ▼
# Recovered	4
Results	100%

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 FY2011, all of the applications selected for testing were successfully recovered.**

The census of applications that were tested declined in FY2011 due to a need to devote key agency technical resources to support the implementation of the DMV CIVLS application that coincided with September 2010 testing window. The successful implementation of CIVLS was priority of the Rell administration.