



DTS Department of
Technology Services
An Evolution of Excellence

DTS Disaster Recovery Service
Fact and Fallacy
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DTS Disaster Recovery Planner

Fact

- The DTS promotes business continuity planning, and coordinates and assists customers with disaster recovery requirements.
- The DTS offers consulting to customers to develop, implement and test their recovery plans.



Fact

- The DTS Disaster Recovery Service is offered for mainframe, UNIX, AIX and Windows systems at both the Gold Camp and Cannery data centers, and is a 72 hour warm site recovery solution.




Definitions

Operational Recovery:

Recovery of one or more applications and associated data to correct operational problems such as a corrupt database, user error or hardware failure.

This is not covered under the Disaster Recovery Service since it is considered an operational issue, and is addressed immediately at that level.



Definitions

Disaster Recovery:

The ability to respond to an interruption of information technology services by implementing a disaster recovery plan that will restore an organization's information technology infrastructure, systems, and applications that support the critical business processes.

This is covered under the Disaster Recovery Service.



Definitions

Hot site:

An alternate facility or backup site fully equipped with computers, telecommunications, and environmental infrastructure required to recover information systems, applications, and services that support an organization's critical business processes. Data maybe frequently or continuously replicated from the live site to the hotsite, either by data communication links or physical transport of backup media.



Definitions

Warm site:

An alternate or backup processing site which is equipped with some pre-configured hardware, data links, communications interfaces, electrical and environmental conditioning necessary to rapidly start operations, but does not contain live data.

This is the solution the DTS has available under its Disaster Recovery Service.



Definitions

Cold site:

An alternate facility that already has in place the environmental infrastructure required to recover critical business functions or information systems, but does not have any pre-installed computer hardware, telecommunications equipment, communication lines, etc. Equipment must be provisioned at time of disaster.

This is an option for the DTS if a disaster extends beyond 6 weeks at the warm site.



Fact

- Once a disaster declaration has been announced, the DTS recovers pre-identified critical customer applications at the recovery site (warm site) and processes there up to 6 weeks.
- If a longer term is required, a secondary site (cold site) will be identified and critical processing will be moved to this secondary recovery site for up to 6 months.
- During this time, the DTS will begin the process of restoring primary production processing from facility to data. Once this is complete, recovery site processing will be moved back to the primary site.

Fallacy

- **The DTS recovers all customers.**
 - **FACT:** The DTS currently recovers customers subscribing to the Disaster Recovery service – currently 16. For the remainder, applications **will not** be available 72 hours after a disaster. Instead, recovery from tape will take at least 6 weeks following the disaster.
 - **NOTE:** DTS customers who do not have recovery agreements in place must indicate this in applicable Operational Recovery Plans.

Fallacy

- **The DTS recovers equipment and/or customer applications located at customer sites.**
 - **FACT:** The DTS only recovers the equipment and/or critical customer applications hosted at a DTS campus.
- **DR customers are not required to participate in annual DR testing.**
 - **FACT:** All DR customers are encouraged to participate in DTS DR testing to ensure their applications are recoverable/recovered, and to validate restored data and the restoration process. This requires staff time on the part of customers. Customer testing is encouraged at least annually; semi-annually for more complex systems.

Future

- **DTS will recover all mainframe customers.**
 - via the Service Continuity Mainframe Services (SCMS) project which provides the capability for customers of mainframe services at DTS to collectively continue operations within hours of a disaster at one of the campuses. There are 5 phases to this project; the first phase, which is for internal testing, begins in September.
 - SCMS Users Group Webpage (please attend!):
 - http://www.dts.ca.gov/news_events/user_groups/SCMS.asp
 - Worksheet information required:
 - http://www.dts.ca.gov/pdf/news_events/SCMS_Customer_Requirements.pdf
- **How this affects all DTS Customers:**
 - DTS Mainframe customers will be required to update Operational Recovery Plans to include recovery of their critical mainframe applications.

Future

- **Silver Camp Campus**
 - Recovery capability will be to and from the Silver Camp campus. The DTS is currently assessing a site in Vacaville.
- **Service Continuity Application Hosting (SCAH)**
 - DTS is currently assessing a project to include open system recovery following the acquisition of the Silver Camp Campus.



Final Note

- As required by SAM, all DTS customers, including those who do not subscribe to the Disaster Recovery service, are required to submit their ORPs to the DTS.
- Please submit them **on a CD**, to:
 - Marianne Chick
 - Department of Technology Services
 - Business Continuity Section
 - P.O. Box 1810
 - Rancho Cordova, CA 95741-1810



Resources

- To access information about the DTS Disaster Recovery Service:
- <http://www.servicecatalog.dts.ca.gov/recovery.asp>
 - To access information about the SCMS Users Group and worksheets:
 - SCMS Users Group Webpage (please attend!):
 - http://www.dts.ca.gov/news_events/user_groups/SCMS.asp
 - Worksheet information required:
 - http://www.dts.ca.gov/pdf/news_events/SCMS_Customer_Requirements.pdf
 - Questions related to this presentation may be directed via email to marianne.chick@dts.ca.gov or by calling 464-4065.



Questions

