

BC DR Shared Services Meeting Notes June 21, 2005

Meeting Agenda:

- 1) Discuss/review some business continuity planning conducted by HHSS IS&T
- 2) Present and discuss a list of possible products and/or services that appear to be emerging from the BC DR shared services discussions

Meeting Notes:

- 1) Steve Cherep described the business continuity planning conducted by HHSS IS&T resulting in the IS&T Technical Services – Business Resumption Plan. Steve's comments follow;
 - a) HHSS IS&T started their planning with an Auerbach book on business resumption, but soon discovered that following the Auerbach book would be overwhelming
 - b) IS&T staff determined what they really needed in a business resumption plan was four things: (included in the binder that was passed around). The plan does not cover any business continuity or resumption activity that cannot be directly performed by the IS&T IT staff or is not an IS&T IT responsibility.
e.g. identifying another building that staff will work out of if the NSOB becomes unavailable for an extended period of time. The plan only kicks in once the entity responsible for providing alternative emergency space identifies the space.
 - Documentation of HHSS Server Operations, inventory of all servers, the server build process and a server operations staffing contact and succession list.
 - Documentation of the HHSS network architecture, an inventory of network equipment and network operations staffing and succession list.
 - Documentation of the HHSS workstation inventory, the workstation build process and a staffing and succession list for the HHSS evaluation and integration area.
 - Statement of Administrative actions to be taken in the event of an emergency and general assumptions made in the preparation of the plan.
 - i) Although HHSS had offsite storage for data backups they felt that an offsite storage for backups that was not in Lincoln would be better if it was available.
 - ii) The process to rebuild the servers was not in the book yet and will be added soon.
- c) Not all IS&T remote sites have the same number of servers, network equipment and workstations.
 - i) In an emergency, it is possible in many cases to borrow equipment from one site for implementation/installation at another site

- d) Some things are performed on a daily basis to make recovery easier
 - i) Centralized nightly backups is an example.
- e) HHSS IS&T sees a need for a shared service of offsite data backup storage.
- f) Planning for business continuity within the context of losing access to the NSOB is a real issue
 - i) 1000 people
 - ii) Air conditioned tech room where many servers reside
 - iii) Network
- g) Recently HHSS had to move a few hundred people to a new work location. Accommodation was made at the new work location to serve as an emergency backup site for the tech room in the NSOB.
 - i) Air conditioned floor space
 - ii) On TLIS network
 - iii) Now HHSS has functioning servers in both buildings (NSOB and 17th and N) - if one building is inaccessible, processing will be switched to the other building after some emergency server build and installation activities.
- h) The Technical Services Business Resumption Plan is straight forward and to the point
 - i) A business resumption plan does not have to be the length of the book War and Peace.
 - i) It is possible plan for business continuity in almost a vacuum if assumptions are made and stated and handoffs identified
 - j) HHSS IS&T does not yet have business priorities identified to indicate what business applications have to be up first, second, third, etc. in what situations.
 - k) The Technical Services Business Resumption Plan is a living document – things change and the plan is revised. The plan is only a document without the existence of knowledgeable technical HHSS staff to implement the required emergency actions.
 - l) At some point in time HHSS IS&T is going to ask IMS – “What are you going to do if the 501 S 14th Street is inaccessible for any reason? – How are you going to provide IT products and services”
- 2) Steve Henderson asked if the meeting participants thought there was value in reviewing/discussing what other agencies have done to this point in the area of business continuity planning.
 - a) The consensus was that there is value
 - b) Steve Henderson volunteered to discuss/review the planning that IMS has done
 - c) Jon Ogden indicated that Roads would be glad to share what they have done to this point
 - d) Steve Henderson suggested that we come to an agreement now that this sharing will not be a forum for criticism of why your plan doesn't have this or that
- 3) General discussion regarding business continuity planning and plans
 - a) In the situation where the staff of an IT facility is not available to recover the facility;
 - i) Would it be helpful if all business continuity plans had common form and format so IT staff from another facility could more easily use the plan?

- ii) Do we need to spend time thinking about commonality, individuality, etc for the form and format of the plan?
 - b) The consulting organization that helped NEMA with the statewide exercise in November 2004 is now working with DAS for continuity of operations planning (COOP). If that work gains traction and momentum – the ICF/FEMA COOP form and format may become an ad hoc standard.
 - c) May be important to concentrate on the common topics that should be included in a business continuity plan – not necessarily form and format.
 - d) If we all share info and begin to come to some agreements with each other
 - i) We may be able to help each other if there is an event.
 - ii) We may be able to confirm some of the assumptions in our individual plans
 - e) Confidentiality of recovery information documentation may be important.
 - f) Lt Gov is in favor of centralization to minimize cost. If we reinvent something several times within the agencies, are we doing what the Lt Governor expects?
 - g) Governor is expecting update on shared services
 - h) Maybe we don't worry about cost so much but building a case for business resumption expenditures
 - i) May be too soon to talk about cost. It may be better to talk about the amount of risk that state is willing to assume. Maybe it is better to ask - what level of risk should we assume and what risk should we expend resources on to mitigate risk causing state to be less likely to experience the bad things.
 - j) Collaboration has not worked well in the past with other things in IT. Maybe business continuity is something we can collaborate on.
 - k) As agencies develop the business continuity plans, they will identify their needs. We will be able to see common needs and maybe be able to share in the development of common recovery facilities/resources/etc
- 4) List of possible products and/or services for consideration as shared services
- a) Catalog of expertise
 - b) Restoration priorities
 - c) Consultation services (ICF)
 - d) Facilities
 - e) Web (DEQ idea)
- 5) What do agency meeting participants want as shared services?
- a) Table of contents – what business resumption plan should include
 - i) How do you assess damage that has been done
 - ii) How the division or agency plan should interface with the enterprise level plan
 - iii) Catalog of expertise
 - (1) Availability info needs to be included
 - iv) Restoration priorities
 - (1) Infrastructure as well as applications
 - v) May have to be dynamic in prioritization because of the uniqueness of each event
 - b) Maybe there are macro issues and micro issues
 - c) We (IMServices) are at the first small step of exchanging disaster recovery plan documentation with the University of Nebraska for the purpose of review.

Eventually we will be asking the question – will the University be able to use our plan to recover the state IT if state staff are not available.

6) Summary

- a) Business continuity planning can be complex to talk about
- b) We need to move forward to get tangible results from this process
- c) The consensus was that we should focus around these items as possible shared services;
 - i) Catalog of expertise
 - ii) Restoration priorities – infrastructure, applications, communications
 - iii) Consultation services
 - iv) Facilities
 - v) Web
 - vi) Table of contents for plans
 - vii) Macro and micro
 - viii) Handoffs or assumptions
 - ix) Other examples of work you have done

Meeting participants

- Steve Rathje – DNR
- Jon Ogden – Roads-ISD
- Scott McFall – NSP
- Randy Cecrle – WCC
- Steve Cherep – HHSS
- Linda Lewis – Roads
- Deric Bloom – DMV
- Rex Gittins – DNR
- Steve Henderson
- Dave Berkland