

Agenda for Delaware Continuity Coordinator Council

February 27, 2014
9 a.m. – 11 a.m.



Live Meeting Logon:

<https://meeting.delaware.gov/meeting/85207794>

Password: DECCCFeb

*Audio Portion: Call into (302)526-5475; Conference ID 89450#
Mute Your Line, but **DO NOT** Put Your Line on Hold*

Once logged in, please send a message through the chat box with your full name so we can more easily take attendance. Your line must be muted, but you can use the chat box to communicate

Connection can be established beginning at 8:50am.

Physical Meeting Location:

DTI, 801 Silver Lake Blvd., Conference Rooms A&B, Dover, DE 19904

Seats are limited to confirmed physical attendees. For those confirmed for the physical meeting, please bring a state-issued ID for entry and NO camera-enabled devices are allowed.

- **Attendees:** Sandee Alexander, Dan Cahall, Mark Devore, Judy Everett, Maria Fry, Lori Gorman, Amy Greenly, John Healy, Jackie Keel, Tim Li, John Mancus, Claudette Martin-Wus, Sharon Poole, Karen Smith, Doyle Tiller, Heather Volkomer
- **DECCC Updates**
 - HR Questionnaire – a meeting has been scheduled to discuss HR concerns during a localized COOP event.
 - Statewide COOP Exercise & Strategies – the Statewide COOP Exercise is scheduled for September 17, 2014. This exercise will be co-facilitated with the FEMA Region III resource. The expectation of each State agency's progression in the COOP Program is to work towards relocation exercises and eventually build up to multiple-agency functional exercises. Agencies should be planning and conducting drills annually and if assistance is needed, DTI liaisons are available to assist.
 - May Elections – Vice Chair, Education & Training Officer, & IT Systems Officer. Anyone interested should contact Claudette to prepare a 2-3 minute introductory speech.
 - Emergency Service Coordinator (ESC) forms should be updated by agencies that have had changed with ESCs, PIOs, and Continuity Coordinators. These updated forms need to be sent to DEMA for their tracking. If an agency needs a form, they can contact either Kevin Kille or Claudette Martin-Wus.
- **Tying Together Disaster Recovery and COOP (Sandra Alexander)**

**Note: Due to security concerns, a sanitized version of the ppt presentation is included with the minutes.*

Q. Why does the Enterprise tape system need to be restored and up first?

A. Systems use tape backups that store data. Those tapes have to be loaded to retrieve the data. The tape management system allows the tapes to be spun and data pulled for each dependence system. DTI is currently researching tapeless solutions to reduce the dependency and time needed for the tape management system.

Q. For those agencies that have IT consolidated with DTI, how do they know who the IT contact is to check the gaps in IT resources documented in the COOP Plans?

A. Agencies can work with the BCDR team to identify the gaps listed with the agencies that have had their IT consolidated.

Q. Were times for things such as delays and travel times included in the recovery times stated?

A. No. Those times would be added to the system recovery times.

Q. Is it that the critical systems are recovered at Sungard and less critical recovered at BIGGS?

A. Yes, redundancy is implemented on less critical systems and can be recovered at BIGGS. The more critical systems are recovered at Sungard.

Q. How would agencies that are depended on, i.e. Facilities Management, dovetail with a DTI incident?

A. DTI would work with internal Facilities Management section, which would work with the Division of Facilities Management, to work on quickly obtaining another facility since the cost to rent space at Sungard is expensive.

Q. How long does it take to recall tapes from the vendor?

A. The contact SLA states that tapes must be received within 2 hours. This has been tested at the normal recovery location as well as a secondary recovery location and the vendor was able to meet the requirement.

Q. Are tapes shipped every day?

A. Yes.

Q. Is there a designated order to restore systems?

A. Yes.

Q. Are the backup tapes encrypted?

A. Yes.

Q. Why is there a separate contract for restore vs. tape storage?

A. These are two different services by two different types of providers. The recovery vendor does not store tapes and the tape storage vendor does not have a center to recovery systems.

Q. Is DTI moving towards tapeless backups?

A. Yes, DTI is researching these solutions to improve restore times.

➤ **Break**

➤ **What is Your Agency Doing to Prepare in 2014?** (Claudette Martin-Wus)

The ppt presentation is included at the end of the meeting minutes.

No Questions asked.

➤ **Q&A Session**

- **Optional Tour of the William Penn Data Center 10:30am-11am** (limited to physical attendees)

DECCC Steering Committee members:

Claudette Martin-Wus – Co-Chair

Kevin Kille – Co-Chair

Vacant – Vice-Chair

Vacant – Education and Training Officer

Vacant – IT Systems Officer

John Mancus – Disaster Preparedness Officer

Mark Devore – Facilities Officer

Lori Gorman – Vital Records Officer

****If interested in the vacant position(s), please contact any one of the Steering Committee members****

Tying Together Disaster Recovery and COOP

Presented by Sandee Alexander, CBCP,LCSC

Disaster Recovery vs. COOP

- **Disaster Recovery (DR)** is the recovery of IT systems after an incident has impacted systems' operation
- **COOP** is continuing critical operations during and/or after an incident has impacted normal operations
 - Note: with technology dependencies, many critical operations depend on IT systems so interruption of IT systems can cause COOP activation

Recovery Time Objective (RTO) vs. Recovery Point Objective (RPO)

- **RPO** is the last point from which data can be restored
- **RTO** (aka Allowable Delay) is the allowable amount of time that systems, applications, and data can be down after a disruption
- **Recovery Time Actual (RTA)** is the actual time it takes to recover systems, applications, data, and business processes after a disruption occurs

Disaster Recovery and COOP

- Ensure dependencies are made between process and IT system
- IT system inherits criticality of process
- RTO of process should identify recovery order of IT system

Common Enterprise-wide Systems in Delaware

* Due to security concerns, system names are not documented, but rather descriptive information is provided.

▪ Tape System	▪ Corporation's System
▪ HR System	▪ Natural Resources Systems
▪ Financial System	▪ Justice Information System
▪ Pensions' System	▪ File Transfer System
▪ Treasurer's System	▪ Extract, Transform, Load System
▪ William Penn	▪ How about others not housed at DTI?
▪ BIGGS	

Tape System

System Description: Backup Solution that backs up all DTI Managed Client Server Systems. This server must be restored for other servers to be restored. *RTA for this server should be added to times of other systems for a system's complete RTA.

RPO: Daily
 RTO: 12 hrs
 RTA: 10 hrs 7 mins

HR System

System Description: HR systems used for State employee management including salary payment and benefit information.

RPO: daily incremental

RTO: 24 hrs

RTA: 7hrs 15 min

Financial System

System Description: Accounting system used for billing and payments.

RPO: daily incremental

RTO: 24 hours

RTA: 7 hrs 15 min

Pensions' System

System Description: System that maintains retired employees pension distribution, benefit information, and current employee pension benefit contributions.

RPO: Daily incremental

RTO: 24 hours

RTA: 8 hrs 10 min

Treasurer's System

System Description: The system that authorizes payment from the Treasury to vendors and employee salary distribution.

RPO: Daily incremental

RTO: 24 hours

RTA: 4 hrs 10 min

William Penn

System Description: Computer system that houses multiple applications.

RPO: daily backups occur

RTO: 8 hrs

RTA: 8hrs 4 minutes

BIGGS

System Description: Computer system that houses multiple applications for the Department of Health and Social Services.

RPO: Daily

RTO: 8 hrs

RTA: 10 hrs 2 min

Corporations' System

System Description: Application that permits transfer of Corporate data, payments, and taxes.

RPO: Daily incremental

RTO: 8 hrs

RTA: 4 hrs 10 min

File Transfer System

System Description: A technology device that allows data to be securely exchanged between two or more parties.

RPO: Daily incremental

RTO: 12 hrs

RTA: 50 min

Extract, Transform, Load System

System Description: An application that extracts, transforms, and loads data. Usually relies on SFTP.

RPO: Daily incremental

RTO: 12 hrs

RTA: 4 hrs 52 min

Non – DTI Managed Systems

- Questions a COOP Planner should ask:
 - Are my IT Systems ranked in Criticality order?
 - Are my IT Systems ranked in recovery order?
 - Do my IT Systems have a recovery Plan?
 - Who is responsible for recovery?
 - My IT Staff
 - Vendor
 - Has the recovery been tested?
 - Frequency of recovery tests?

Why a Difference between RTO & RTA?

- Updates to applications may cause a change in the expected time of restore
- Dependencies on restores of other system(s)
- Other restore delays
 - Notification and response of resources
 - DR Team travel time
 - Stress
 - Recovery site configuration time

What does this all mean?

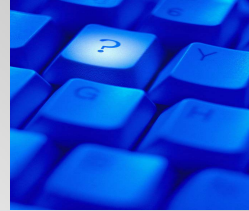
- RPO Date vs. incident time
- RTO vs. RTA
- Re-evaluate Allowable Delay for Critical Business Processes

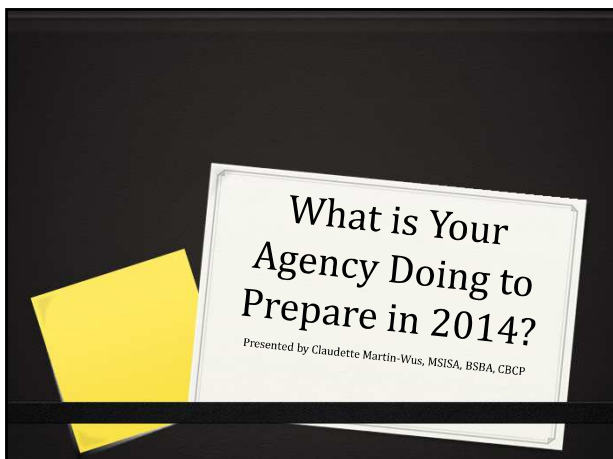


Suggestions

- Revisit your COOP Plan and ensure that processes that use State systems are identified
- Consult with agency's technical team to gather more information about recovery times for systems
- Compare listed processes against the recovery times and see if it makes sense
- Inform leadership of the loss of time and data when systems are impacted and encourage decisions of implementing manual procedures for down time

Questions?





Needs Identification

- Number of employees familiar with COOP and Emergency Response Plans
 - Do they know what these are?
 - Do they know that your agency has these?
 - Are the plans reviewed by pertinent employees after changes are made?
 - Have the majority of your employees participated in exercises to apply these plans?
- Identify additions and modifications needed in plans

Awareness Challenges


- Disbelief
 - "That's not going to happen" mentality
- Low visibility
 - Put on a shelf once created
- Priority listing
 - Pressing agency-specific tasks
- Change in staff
 - New Continuity Coordinators/Plan Builders
 - New Agency Heads



Recommendations


- Ensure all staff know about plans

HOW??




Suggestions

- Beginning
 - Invite leadership to DECCC meetings
 - Attend section team meetings and review that section's roles in COOP Plan
 - Hold 15 minute drills throughout the year
 - Expert Presenters for Lunch & Learns on various preparatory topics (1 hour max)
 - Family Preparedness Plans
 - Pet Disaster Plans
 - Community Preparedness
 - Agency COOP 101 Course



- Intermediate
 - Annual Refresher Training for all employees
 - Unannounced mock situation calls
 - Attend and encourage management attendance to basic ICS courses held by DEMA
 - Participate in Statewide COOP Exercise
 - Relocation Exercise



◦ Advanced

- Combine COOP Exercise during DR Test
- Participate in a Full-scale Exercise
- Attend more advanced Emergency Management-related courses through DEMA or independent study courses through FEMA
- Obtain a certification in COOP or Emergency Management
- Participate in a FEMA-sponsored exercises



Other Ideas

◦ Prepare your agency by:

- Seasons
- Common area disasters
- Employee Roles
- Manual solutions to continue operations



Questions & Answers

