Agenda for Delaware Continuity Coordinator Council

November 17, 2022
1 p.m. – 2:30 p.m.

Attendance: Amy-Joy Andrews, Mindy Anthony, Karen Babiarz, Michael Bacu, Edward Bamberger, Andrea Bayline, Deanna Bledsoe, Brenda James-Roberts, Dan Cahall, John Cannon, Lester Carlisle, Cathleen Carter, Michael Case, Amber Clendaniel, Timothy Collins, Kara Colpo, Gemini Cornish, Sam Cucinotta, Dominic DeBlasio, Cherie Dodge Biron, Mark Dworkin, Ebony Edwards, Denise Elliott, Johna Esposito, Judy Everett, Rachael Ferro, Jacqueline Fetzer, Traci Fraley, Sheeron Fuller, Christine Gannon, Patti Gawinski, Lori Gorman, Kimberly Gould, Linda Graves-Crocker, Christopher Hall, Robin Hartnett-Sterner, John Healy, Erich Heintz, Tomi Helojoki, Robert Hill, Christopher Horton, Robert Hudson, Alyssa Huenke, Alyssa Huenke, Katherine Hughes, Paul Hyland, Jennifer Jarrell, Mei Johnson, Kimberly Klein, William Lankford, Stacey Lassiter-Watson, Edward Lee, Tim Li, Theora Lowe-Staton, Sharon Maurer, Susan Mitchell, Jeffrey Moore, Lori Murray, Nichole Moxley, Gregory Nolt, Henry Oritz, Dana Prilepkova, Christopher Ramos, Janet Roberson, Lois Rogers, John Rudd, Debra Rutledge, Judi Schock, Danielle Stevenson, Tamara Stock, Andrew Sumner, Malikah Taylor, Heather Volkomer, James Wagner, Sherine White, Dana Wise, Sonja Wood, Claudette Wus, Margaret Zimmerman

Agenda:

- ➢ **Welcome/Introductions**

- ➢ **DECCC Updates- see attached**
    - ❖ New Plan Builders
    - ❖ Upcoming Opportunities
    - ❖ COOP News
        - Steering Committee Elections
        - End of Year Clean-up
        - Statewide Exercise After Action Lessons Learned
        - Disaster Recovery (DR) vendor changes and a Look to the Future

- ➢ **SEUS And What it Means for You- see attached**
  Secure End User Services- the latest iteration of IT Centralization is quickly progressing. But what does this mean for your Disaster Recovery and COOP planning? Is there any impact at all? Hear from the Jennifer Jarrell and Jeffrey Moore on what SEUS includes. Whether you are already a part of centralization, just getting started, or are just on the schedule, this information will help you better understand the impacts of this project on your DR/COOP plans.

- ➢ **Connecting DR and COOP – see attached**
  As we get further and further into the process of DR Solutions and Recommendations, it is important to understand how this relates to your DR and COOP planning. Take a closer look at the application review process, review a DR Solutions and Recommendations report and discuss what this means for your DR and COOP plans.

DECCC Steering Committee members:

Tony Lee: Co-Chair	Lori Gorman: Co-Chair	Cherie Dodge-Biron**: Vice-Chair**
Dan Cahall: IT Systems Officer	Tim Li*:* Vital Records Officer	
Vanessa Briddell: Member		

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Delaware Continuity Coordinator
Council (DECCC)
4th Quarter Meeting

November 17, 2022

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Slide 2

Agenda
◦ **Welcome/Introductions**

◦ **DECC Updates**
· New plan builders
· Upcoming Opportunities
· COOP News

◦ **SEUS And What it Means for You**
· Jennifer Jarrell and Jeffrey Moore, DTI project management

◦ **Connecting DR and COOP**
· Lori Gorman, Disaster Recovery Specialist, DTI

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DECCC Updates
▸ **Roll Call – New COOP Coordinators**
◦ Allison Hendrickson: DOL, Unemployment Insurance
◦ Carolyn Nasser: DOL, Unemployment Insurance
◦ Alexis Bryan Dorsey: Department of Justice
◦ Jennifer Coverdale: OMB, Facilities Management
◦ Mark Harper: Judicial, Court of Common Pleas
◦ Gemini Cornish: DOS, Small Business Dev and Tourism
◦ Henry Ortiz: DHR, Insurance Coverage Office
◦ Rachael Phillos: DNREC, Energy and Climate

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DECCC Updates
▸ **Roll Call – New COOP Coordinators**
◦ Tamara Stock: DOS, Public Archives
◦ Anne Hiller Clark: DOS, Libraries
◦ Michelle McCarter: DOL, Occupational & Labor Market
◦ Patrick Quigley: DSHS, Forensic Science
◦ John Cannon: DHSS, Administration
◦ Keimeh Sirleaf: DNREC, Energy and Climate
◦ Tomi Helojoki: DHSS, Administration
◦ Diane Kirby: DOF, Accounting
◦ Nathan Roby: DOF, Unclaimed Property
◦ Buffy Gerald: DelDOT, Maintenance and Operations

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DEMA Trainings
▸ **ICS-300 Intermediate ICS for Expanding Incidents**
November 29– December 1, 2022 0830 – 1630, DEMA
See page for prerequisites

https://dema.delaware.gov/training/dema/index.shtml?dc=demaTrainingCalendar#tabsBox3

https://training.fema.gov/is/crslist.aspx

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COOP News
▸ **2022 Goals**
◦ **Provide One role specific presentation each quarter**
◦ **Support Statewide COOP Exercise– August 25th**
◦ **Present revised Charter/By-Laws to membership– Still pending**
◦ **Utilize additional outreach options for DECCC information**
· **Include related articles when sending out meeting minutes**
· **Updated DECCC webpage**
https://extranet.coop.state.de.us/index.shtml?dc=deccc

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COOP News

▸ 2023 Meeting Schedule:

- 1st **Quarter**: February 16, 2023
- 2nd **Quarter**: May 18, 2023
- 3rd **Quarter**: August 17, 2023
- 4th **Quarter**: November 16, 2023

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COOP News: Steering Committee Elections

- **Current membership**
  - Co-Chair: Tony Lee
  - Co-Chair: Lori Gorman
  - Vice-Chair: Cherie Dodge-Biron
  - IT Systems Officer: Dan Cahall
  - Vital Records Officer: Tim Li
  - Education and Training Officer: Vanessa Briddel
  - Disaster Preparedness Officer: Benjamin Horstmann
  - Facilities Officer: Jennifer Coverdale

- **Call for additional Volunteers**

- **Call for Vote**

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COOP News: End of Year Clean-Up

Liaisons are working to clean up BCIC dictionaries of any items not linked to any plans
- Contractors
- Tasks
- Plan/Process Team Positions
- Call Trees
- Processes
- Assets/Equipment
- Supplies

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COOP News: Statewide Exercise AAR

- Each organization that participated in the exercise should complete their own AAR- template included.

- If you did not attend this exercise, you are welcome to review the PPT slides and exercise materials and hold an internal exercise using this same scenario. All slides are available on the extranet site:

  https://extranet.coop.state.de.us/index.shtml?dc=deccc

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Disaster Recovery & COOP

- SunGard used for Mainframe and HPUX
- SunGard Bankruptcy
  - SunGard is comprised of 3 different companies
    - Managed Services
      - Purchased by 11:11 Systems
    - Co-location and Network
      - 365 Data Centers
    - Recovery Services
      - Purchased by 11:11 Systems
  - DTI contracts for Recovery Services
  - Contract is in being renewed now for 1 year.

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Disaster Recovery & COOP

- Future
  - Mainframe as a Service will be implemented, and contract will not be renewed with SunGard
  - HPUX (PHRST, FSF, Pensions) will migrate to Linux – enabling virtual recovery using DaStor, LLC
- DaStor LLC
  - Used for virtual server replication and recovery

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SEUS and
What it Means to You

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Connecting DR and
COOP

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Thank you and
see you at the Next Meeting!

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Slide 1

IT Centralization
Secure End User Services

DECC Meeting
November 17, 2022

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Slide 2

Secure End User Services

Secure End User Services (SEUS) equitably delivers the essential technologies and tools for a productive, secure State workforce. Agencies and workers benefit from standard enterprise tools, security, training, governance, and 24x7x365 support. SEUS is comprised of six enterprise components: Statewide Service Desk, Enterprise Desktop, Network & Connectivity, Enterprise Voice, Email & Collaboration, and Security Suite. These critical services are funded by a consumption-based (per-employee/month) cost recovery model.

WHAT "SERVICES" ARE IN SEUS?

Statewide Service Desk:	24/7 Technical Support (Single Point of Contact – Incident Management, Request Fulfillment)
Enterprise Desktop:	End-User Devices, Printer Support, Active Directory & File Server Share Management, Software Patching & Lifecycle Management
Network & Connectivity:	LAN, WAN, Data, Remote Access
Enterprise Voice:	Enterprise Voice Services, Conferencing, Messaging
Email & Collaboration:	Email, Calendaring, Email Encryption, Enterprise Fax Services, Email File Storage
Security Suite:	Access/Identity Management, Network and Endpoint Security

SEUS responds to ever increasing security threats by rapidly increasing network and endpoint security.

IT Centralization

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Secure End User Services

- Right-size staff and services for SEUS enterprise consumption
- Reallocate all in-scope positions to DTI
- Standardize how we charge consumption-based costs
- Bill agency by service, not individual personnel position
- Apply current rates to IT services after *no rate change in 10 years*
- Sunset service agreements and disparate costs
- Stabilize General Fund when utilization changes
- Cyclical IT investment and rate setting

BUSINESS MODEL CONCEPT

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Secure End User Services
Centralization Status

- OMB and DHR centralization
  - Pilot agencies
  - Completed 4/11/22
- FY'23 SEUS activity
  - DSHA centralization (target July 2022)
  - On-going DTI service delivery improvement projects
- FY'24 SEUS activity
  - DSCYF centralization planning

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Secure End User Services
Agency Guidance

- Continue focus on the security, DR and COOP initiatives in partnership with DTI – have a plan!
- Engage agency IRM to discuss required investment in these areas
- Follow normal agency budget planning and request process – agency investment in technology should not be deferred due to SEUS
- Agencies are responsible for the upgrade or replacement of end-of-life assets/software to prevent security incidents

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Open Q & A

Open Q & A

Email questions and agenda topics to:
DTI_IT_Centralization@delaware.gov

Website
https://dti.delaware.gov/digital-innovation/itc/

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Connecting DR to COOP

Lori Gorman, DTI

Sr. Disaster Recovery Specialist

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Application Synchronization

Synchronization has been enacted connecting BCIC to Service now. Some adjustments are still in progress, but we continue to work to ensure that all applications in Service Now are in BCIC and vice-versa. Please continue to work with your liaison to ensure all of your applications are linked to your COOP plans, and that necessary data is included in BCIC.

2

Application updates

1	2	3	4	5
Link	**Update**	**Delete**	**Prepare**	**Inform**
Review processes to ensure all applications are linked to your plan	Confirm Application Support, Location, IT recovery and RTO are correct	Notify BRDR liaison of any applications that are no longer valid for your organization	Discuss alternate plans for any application with "No" listed for IT recovery solution	Review your DR Recommendations report with leadership

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Operational Risk and Disaster Recovery Solution Recommendations

Disaster Recovery Commendations

Critical/Significant applications *should* have a DR recovery strategy outside of a 150-mile radius. Moderate applications *may* have DR recovery strategy within 150 mile radius. Vendor supported applications should have a Service Level Agreement that includes an RTO that meets organization requirements

Data Backup Recommendations

All data backups should be stored in a state approved facility and provide for the security, integrity, and tracking of backups.

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Sample Recommendations Report

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Connecting DR to COOP

Business RTO

This is the Recovery Time Objective set by the organization based on when the application would be needed to support the specific business process to which the application is linked. This RTO may vary according to the process (for example you may need email within 1-4 hours to support recovery processes but over 28 days to support annual report processes).

Application DR

This is the Recovery Time Objective for the application itself based on disaster recovery testing. This is the minimum time it would take to restore the application from scratch. This information is gathered either through the conducting of a disaster recovery test or through vendor contracts and is entered into BCIC directly by your liaisons.

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Sample COOP Plan- Section 3

Process: Accounts Receivable

Ensure the accurate, timely recording and depositing of receipts in accordance with the provisions of 29 Del. C. § 6103.

Criticality: 1- Critical
Requested RTO: 12 to 24 hours

Critical Times of the Year:
June

Process Tasks

Task Order	Task Name	Description
1	Deposit monies received	Deposit funds received by the agency in a timely manner and in conformance with applicable statutes and regulations.

Application	Application Description	Application RTO	Business RTO
First State Financials (FSF)	Supports Statewide Financials and Accounting Processes	30 Hours	< 1 hour

Vital Record Name	Criticality Rating	Network Location	Alt. Source	Alt. Source Location
Delaware Code	2- Significant	http://delcode.delaware.gov/		Lexis Nexus
Document Direct for the Internet	1- Critical	https://docdir.dti.state.de.us	Yes	State Archives
State of Delaware Budget and Accounting Manual	2- Significant	https://budget.delaware.gov/accounting-manual/index.shtml	Yes	Printed copy

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What if there is no DR plan in place?

Creating DR plan

- Depends on application support
- Review/update Contract with Vendor
- Work with Partner Services Engagement Specialist to create business case in Service Now
- May result in increased costs and should be a business decision

Work Around Procedures

- Some applications may not require DR or may have an application RTO exceeding your Business RTO
- Document work around procedures to assist staff to continue process until such time as application is recovered.
- Link as Vital Records or Documents to your COOP plan
- Consider if Tasks need to be added to plan in reference to the work around

11/18/2022   PRESENTATION TITLE   8

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Thank you

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