#### **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



**Delaware Continuity Coordinator** Council (DECCC)

4th Quarter Meeting

November 17, 2022

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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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# **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=de maTrainingCalendar#tabsBox3

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

### 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
- Connecting DR and COOP
- · Lori Gorman, Disaster Recovery Specialist, DTI

## **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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#### **COOP News**

- > 2022 Goals
  - Provide One role specific presentation each
- Support Statewide COOP Exercise- August 25th
- Present revised Charter/By-Laws to membership-
- 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

#### **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: 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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# 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 CentersRecovery Services
  - Purchased by 11:11 Systems
- DTI contracts for Recovery Services
- $\boldsymbol{\cdot}$  Contract is in being renewed now for 1 year.

### **COOP News:**

# **Steering Committee Elections**

- Current membership
- · Co-Chair: Tony Lee
- · Co-Chair: Lori Gorman
- ${f \cdot}$  Vice-Chair: Cherie Dodge-Biron
- ullet 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:

#### 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=dec

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# Disaster Recovery & COOP

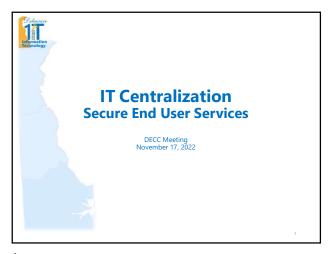
- Future
- Mainframe as a Service will be implemented, and contract will not be renewed with SunGard
- HPUX (PHRST, FSF, Pensions) will migrate to Linux enabling virtual recovery using DaStor, LLC
- DaStor LLC
  - · Used for virtual server replication and recovery

SEUS and What it Means to You Connecting DR and COOP

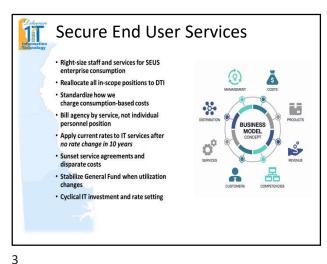
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Thank you and see you at the Next Meeting!



Secure End User Services WHAT "SERVICES" ARE IN SEUS?



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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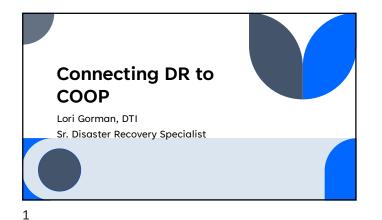
#### Secure End User Services

#### **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

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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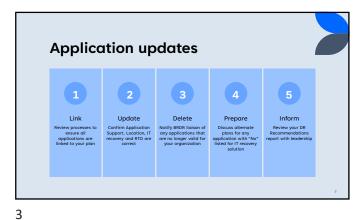


## **Application Synchronization**

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.

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## Operational Risk and **Disaster Recovery Solution** Recommendations

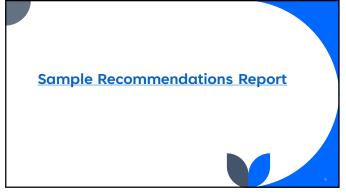
#### **Disaster Recovery Commendations**

Critical/Significant applications should Ave 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.





#### **Connecting DR to COOP**

#### **Business RTO**

This is the Recovery Time Objective set 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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