



Information Technology Enterprise

NASCIO Midyear Conference

Continuity of Iowa Government Services

May 1, 2008

Presentation Highlights

- Organization Background
- Risk Management
- State-wide Planning Efforts
- Opportunity Knocks
- DR Site Investments
- Challenges and Issues: Buy-in?
- Current Status
- Keys to Success

Who is DAS

- Collaboration of administrative agencies
 - Leadership, Marketplace and Utility Services
- Funding
- Customer Councils
- CIO Councils
- Technology Governance Board

IT/Business Challenges Before Us

- Disaster Recovery Plan
- Sense of Urgency
- Cross Agency Collaborative Planning and Decision-Making
- Buy-In

State Continuity of Operations Planning

January 7, 2004 Kickoff

Continuity of Operations Plan (COOP) and Continuity of Government (COG)

Planning initiative of organizations within all three branches of state government to ensure the continued operations of essential functions during a wide range of potential emergencies.

Key Elements of COOP/COG Plans

1. Leadership
2. Critical business functions
3. **Alternate facilities for IT** and personnel
4. Vital records
5. Administration and logistics
6. Communications
7. Exercises and training

COOP/COG: Alternate IT Facilities

- Alternate facilities to provide:
 - ✓ Support essential functions
 - ✓ Space and equipment
 - ✓ Sustain operations
 - ✓ Security and access controls
 - ✓ Logistical support
 - Communication
 - Employees

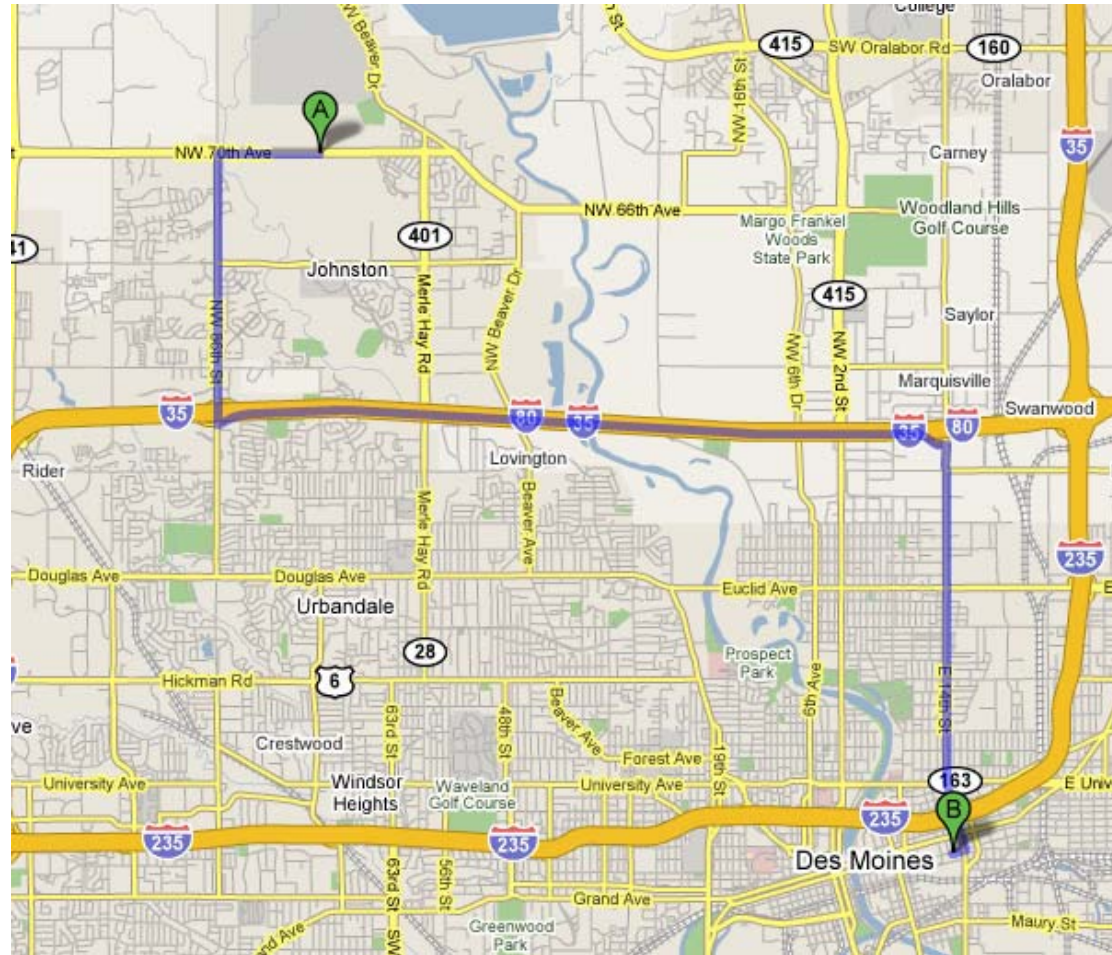
State Emergency Operations Center



How Secure?

- Joint Forces Headquarters National Guard Armory
- Department of Public Defense
- State Emergency Operations Center
- Office of Homeland Security and Emergency Management
- State Patrol
- Iowa Communications Network

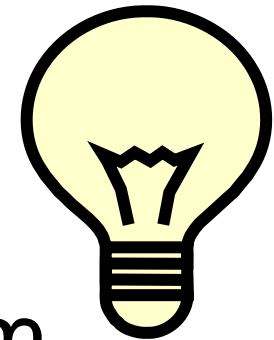
DR Distance Planning



State Emergency Operations Center

- Location, location, location
- Security
- Personnel
- Building Generator
- HVAC
- Separate Power Grid and Water Supply

Opportunity Knocks



- DHS – State Medicaid Program
- Medicaid Information Technology Architecture (MITA) technical and operational standards; including HIPAA
- Rapid recovery

DR Hot Site Turned On



- DAS-ITE Business Continuity Center
- Investments
- 2004 Build Out
- 2005 Service Level Agreement with DHS
- 2006 Federal certification by CMS





DR Site “Grows”

- Mainframe
- Disk and Tape Mirroring
- Data Backup
- Network Redundancy
- Messaging
- Application Servers
- State’s Financial System

Build and They will Come?

- 35% filled after 4 years – Why?
- Alternate marketing strategy
 - Community Colleges
 - Area Education Agencies
 - Local government

Continuity of Operations – Statewide Challenges?

Interdependencies

- Personnel, data, records, systems and vendors

“Silo” Planning

- Business data; IT; funding, regulations and policies and business continuity priorities

Continuity of Operations – Statewide Status

- State Contingency Planners Group
- Table Top Exercise
- Standard Plan
- Data Input
- Next: Prioritization
 - Decision-making process?

Key Elements of COOP/COG Plan

1. Leadership
2. Critical business functions
3. **Alternate facilities for IT** and personnel
4. **Vital records**
5. Administration and logistics
6. Communications
7. **Exercises and training**

Keys to Success – Easier Said Than Delivered On

- **Crisis Management**
- **Alternate Operations Center**
- **Increase Survivability**
- **Alternate Communications Means**
- **Critical IT Data Must Be Mirrored Off-Site**
- **“ The Best Laid Plans...Often Go Asunder”**

Keys To Success



Lorrie Tritch, Administrator
State of Iowa
Department of Administrative Services
Information Technology Enterprise
Division of Infrastructure Services

Lorrie.Tritch@iowa.gov

515-242-5898

