

Title of Nomination: The Tennessee Focus on Continuity and Recovery

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CATEGORY: Security_and_Business_Continuity

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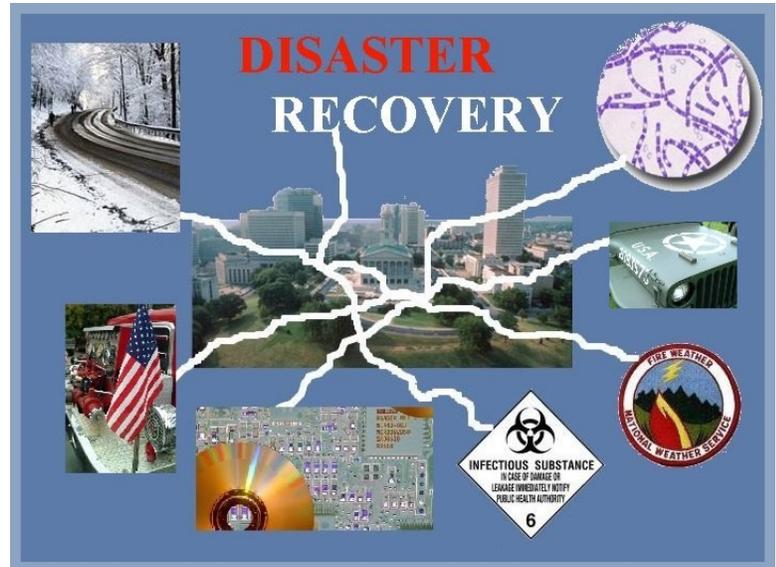
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NASCIO Recognition Awards 2003
Executive Summary
The Tennessee Focus on Continuity and Recovery

With the realization that a disaster, either environmental or terrorist in the wake of 911, can disrupt business anywhere at any time, OIR made the past year a focus on continuity of service and rapid recovery in the event of a disaster.

The State of Tennessee recognized that successful business continuity and recovery is built by a focus on people, facilities, systems and underscored by strong contracts and exercises that test all the elements in a real world scenario. The Focus on Continuity established:

- Business Continuity Teams to address
 - Emergency Management
 - Damage Assessment
 - Impact Assessment
 - Hardware Assessment
 - Infrastructure
 - Applications
- Back up facility support
- System & Application priorities
- Structured Plans for Recovery, Business Resumption, and Information Systems
- Contract language assuring support
- A series of exercises



A plan is seldom, if ever, exercised as written. In a disaster, knowing what is important and where to concentrate effort is the key to success. The new mindsets, thought processes and priorities developed as part of the planning and exercises provided improvements to operations at several levels. A significant initiative was the testing of planning assumptions and partnerships for groups supporting our recovery. A major benefit is that our effort will remove some of the “fog of war” from a disaster situation and allow focus on restoration of the truly fatal systems. The value of the Tennessee Focus on Continuity and Recovery was proven during a pseudo disaster last year. In terms of hard economics, the investment of a year’s disaster preparation is returned in less than 20 minutes of lost productivity from all the State of Tennessee’s employees.

