



# Department of Job and Family Services

## OIS Service Level Agreement FY 2012-2013 Version 6.0

### SLA.06 IT Data and Systems Recovery Plans

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Recovery from a service disruption is essential to the operation of the ODJFS programs supported by ODJFS OIS. The applications and infrastructure described in the SLA are fundamental for the delivery of services to ODJFS clients. Sub-Section One outlines the planning ODJFS has done to ensure the continued operation of systems in the event of a service disruption. Sub-Section Two describes the efforts that will be made by County Agencies and ODJFS OIS in the event of a service disruption.

In this SLA, the term service disruption is defined as:

- extensive damage to the computers, servers, and network infrastructure;
- substantial damage to the physical facilities housing the computing components;
- inability to access the facilities for an extended period of time that interferes with business functions; or
- an event that requires considerable restorative effort.

Recovery is the process of bringing back into operation the systems necessary to resume key business functions. Successful recovery allows business to continue while facility and system repairs can be performed in a more conventional manner.

#### 6.1 Planning

The ability to recover from a service disruption depends on the existence of a plan. ODJFS OIS has an **IT Data and Systems Recovery Plan** to help manage *mainframe* service disruption scenarios. For *mainframe* applications, ODJFS OIS conducts a semi-annual recovery exercise at a hot site. In a real service disruption, recovery takes place using the plan as the starting point.

6.1.01 Data and Systems Recovery Plan				
Description	L1	L2	L3	LN
Create and maintain <i>IT Data and Systems Recovery Plan</i>	S	S	S	S

The plan ensures that essential centralized *mainframe* applications can be recovered to allow business functions to resume. ODJFS OIS has an approach to creating and executing the plan.

<b>6.1.02 Data and Systems Recovery Plan</b>				
Description	L1	L2	L3	LN
<b>Have a high level awareness of the <i>IT Data and Systems Recovery Plan</i></b>	C	C	C	C

Each County Agency should be familiar with ODJFS' recovery plan which ensures their centralized data and systems are protected against loss. For *mainframe* applications, ODJFS OIS conducts a semi-annual recovery exercise at a hot site. From the recovery exercise, the plan is adjusted according to lessons learned during the exercise.

For *mainframe* applications, within 72-96 hours after a DAS/OIT or ODJFS OIS service disruption declaration, data and systems will be recovered according to a priority plan.

<b>6.1.03 Data and Systems Recovery Plan</b>				
Description	L1	L2	L3	LN
<b>Provide limited assistance to create <i>Data and Systems Recovery Plan</i> for <i>County Agencies</i></b>	S	S	S	C

While centralized systems are covered by the ODJFS OIS plan, the County Agency needs to develop their own plan to cover equipment and data within the County Agency's physical sites. ODJFS OIS provides limited assistance to County Agencies to create the ODJFS OIS related part of the County Agency plan. In addition to providing assistance, upon request ODJFS OIS will provide County Agencies with a template of our disaster recovery process to assist with the creation of the County Agency plan.

<b>6.1.04 Data and Systems Recovery Plan</b>				
Description	L1	L2	L3	LN
<b>Develop a <i>Data and Systems Recovery Plan</i> for the <i>County Agency</i></b>	C	C	C	C

With the assistance of the ODJFS OIS Business Continuity Team, the development of the County Agency Data and Systems Recovery Plan includes the following:

- call list;
- teams;
- members;
- functions;
- schedule;
- team resources;
- personnel: skills, workgroups;

- task library: task list IDs;
- customers;
- resources: facilities, location in facility, criticality levels; and
- resource types: application systems, critical records, equipment, forms and supplies, furniture, logistics, software, telecommunications, vendors.

If a county-developed recovery plan commits the State to specific actions during recovery efforts, counties are encouraged to seek annual sign off by the ODJFS OIS Business Continuity Team regarding these commitments. Typically, this review process would occur during the county's exercise of their recovery plan. County Agencies without their own recovery plan run the risk of not being able to recover timely in the event of a service disruption to their facility.

<b>6.1.05 Contact Information</b>				
Description	L1	L2	L3	LN
<b>Contact the ODJFS OIS staff responsible for questions or assistance with County Agency plan</b>	C	C	C	C

For more information about IT Data and Systems Recovery planning, or business resumption planning, please contact the Business Continuity Unit via email at [bcam@jfs.ohio.gov](mailto:bcam@jfs.ohio.gov).

## 6.2 Response

The response to a service disruption, as defined above, may or may not be part of a larger county declared disaster. In the event of a County Agency service disruption, ODJFS OIS will provide assistance under the leadership of the County Agency as defined in the County Agency plan.

<b>6.2.01 Supply Alternate Facilities</b>				
Description	L1	L2	L3	LN
<b>Supply alternate facilities - space, electricity, wiring</b>	C	C	C	C

The County Agency shall supply alternate facilities which shall include, at a minimum, sufficient electrical capacity for *workstations* and servers, sufficient HVAC to maintain suitable environment, and Local Area Network (LAN) wiring from the *workstations* to the servers. It is preferred that there be a secure area for the servers and the necessary wiring.

<b>6.2.02 Supply Workstations, Printers, Software, and Services</b>				
Description	L1	L2	L3	LN
<b>Supply workstations, printers, software, and services in accordance with standards outlined in TSSP.02 Financial Responsibilities.</b>	S	S	S	N

ODJFS OIS shall supply *workstations*, printers, software, and services in accordance with the standards outlined in TSSP.02 Financial Responsibilities; delivery time frames will be ODJFS OIS' best effort for a service disruption situation and shortened as much as possible to meet the County Agency's need.

<b>6.2.03 Supply Servers and Infrastructure</b>				
Description	L1	L2	L3	LN
<b>Supply servers and <i>infrastructure</i> hardware, software and services in accordance with the standards outlined in TSSP.02 Financial Responsibilities.</b>	S	S	S	N

ODJFS OIS shall supply servers and infrastructure hardware, software, and services in accordance with the standards outlined in TSSP.02 Financial Responsibilities; time frames will be ODJFS OIS' best effort for a service disruption situation and shortened as much as possible to meet the County Agency's need.