

Dilgard Disaster Recovery Plan

Location

Our main computer is an IBM i midrange computer. (Twenty plus years ago this was known as an AS/400. However, the current state of the IBM i computer resembles the AS/400 about as much as Windows 10 resembles the original Windows 1.0.) This computer is not onsite in our Ft. Wayne IN office. (Our warehouse and office are in the same building.)

Our IBM i computer is in the “cloud.” It is in a data center, National Net, located at 1130 Powers Ferry Pl, Marietta, GA 30067 (just northwest of Atlanta). This data center has redundant internet, redundant power, redundant firewalls, redundant UPS (Uninterruptible Power System), and backup generators. The area is not generally subject to hurricanes, tornadoes, earthquakes, or other natural disasters. The IBM i is monitored 24x7 by employees of ServIT.

We connect to our IBM i from our office here in Ft. Wayne, IN via a secure site-to-site VPN tunnel. The Ft. Wayne office has redundant internet, redundant firewalls, and a UPS with redundant power supplies and batteries. **There are no servers storing data in our office. The data is all stored on the IBM i in the data center. File transfers to and from the State website are *direct* to and from the IBM i. None of the data is ever stored on either a Windows server or Windows desktop.**

This data center is far better equipped to avoid data loss than we could hope to be in our office.

The only computers in our office are desktops. We have used Google Apps since 2009, so those files (spreadsheets, documents, etc) accessed from our desktops are also in the cloud, not onsite.

Backup

The entire IBM i is backed up within the data center in Marietta, GA on the following schedule:

Daily backups – Mon-Fri 1am, 10 copies kept 14 days each.

Weekly backups – Sat 1am, 5 copies kept 31 days each.

Monthly backups – last day of month, 11pm, 12 copies kept 365 days each.

In addition, all user data (the most volatile) on the IBM i is also backed up Mon-Fri 5pm, 10 copies kept 14 days each.

That means the entire IBM i computer has 27 backup copies onsite in the data center at all times. The most volatile data has 37 copies onsite in the data center at all times.

Offsite Backup

All the backups are also sent to another data center (“colocation”) in South Bend, IN as they happen. Every morning at 8am an email is sent confirming that every backup has successfully been received at this colocation.

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If something should happen to the Marietta, GA data center, ServIT would have us up and running in the South Bend colocation in 12-24 hours.

Other

Even if we have no electrical power in Ft. Wayne, the UPS will keep the firewalls, internet connections, etc for approximately 5 hours. During that time, employees could connect from their homes or elsewhere via secure client VPN.

In an extended outage, we would bring a generator to our Ft. Wayne office to power the firewalls and so reestablish connection to our IBM i.