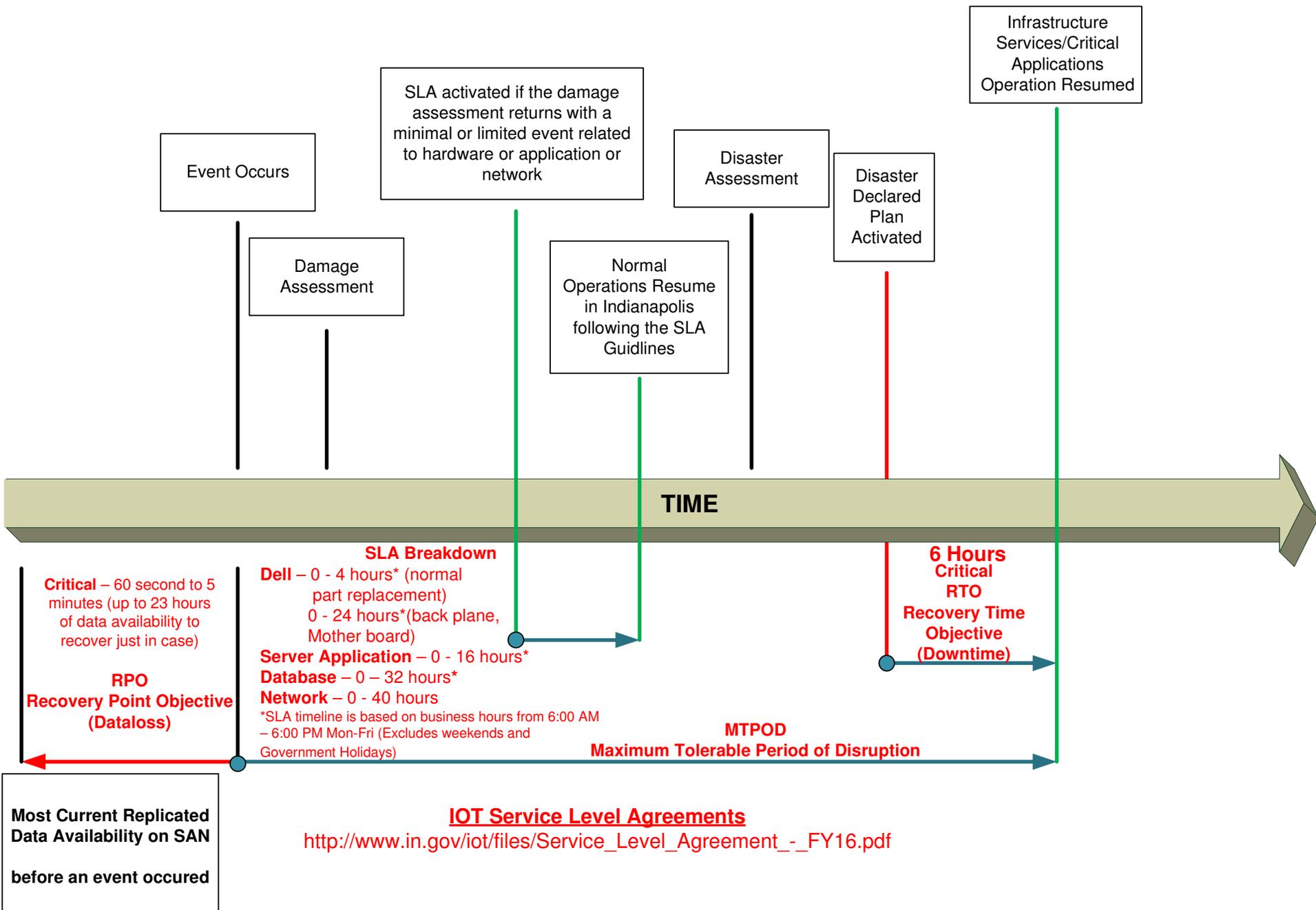


DISASTER RECOVERY INITIATION PROCESS LOGICAL LAYOUT



Event Occurs

Damage Assessment

SLA activated if the damage assessment returns with a minimal or limited event related to hardware or application or network

Disaster Assessment

Disaster Declared Plan Activated

Infrastructure Services/Critical Applications Operation Resumed

Normal Operations Resume in Indianapolis following the SLA Guidelines

TIME

SLA Breakdown

Critical – 60 second to 5 minutes (up to 23 hours of data availability to recover just in case)

Dell – 0 - 4 hours* (normal part replacement)
0 - 24 hours* (back plane, Mother board)

Server Application – 0 - 16 hours*

Database – 0 - 32 hours*

Network – 0 - 40 hours

*SLA timeline is based on business hours from 6:00 AM – 6:00 PM Mon-Fri (Excludes weekends and Government Holidays)

6 Hours Critical RTO Recovery Time Objective (Downtime)

RPO Recovery Point Objective (DataLoss)

MTPOD Maximum Tolerable Period of Disruption

Most Current Replicated Data Availability on SAN before an event occurred

IOT Service Level Agreements

http://www.in.gov/iot/files/Service_Level_Agreement_-_FY16.pdf