

Disaster Recovery Plan

for

**The State of Indiana
Case Management and
Labor Exchange System**

November 3, 2022



SIGNATURE PAGE

Approver Name	Role	Signature	Date

CHANGE HISTORY

Version Number	Date	Contributor	Approved by	Approved Date	Description

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Introduction

The purpose of this Disaster Recovery Plan is to ensure the survivability of the DWD's Case Management and Labor Exchange System Project solution in the event of a disaster.

The Geographic Solutions' Disaster Recovery Plan integrates business risk management, operational risk management, and business continuity. We have developed the Disaster Recovery Plan specifically for the *VOS Sapphire 22* solution and related interface systems. This plan, developed by a cross-functional team, includes Geographic Solutions' 24/7/365 Network Operations Center (NOC), System Engineering, Network Engineering, Security, and Database Administration. (Other teams will be consulted as necessary.) The plan outlines procedures for restoring services in Geographic Solutions' geographically diverse alternate data center in the event of an outage or disaster, including system and data restoration. The plan also includes approved backup arrangements and formal agreements for the prioritization of systems and modules and periodic testing of the backup procedures.

Geographic Solutions updates and tests the Disaster Recovery Plan annually. The plan prepares for and ensures full continuity of critical services in the event of a disaster at the primary data center and includes procedures to transfer service to our alternate data recovery center.

1 Recovery Point Objective and Recovery Time Objective

[REDACTED]

2 Software-as-a-Service Solution

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3 Technical Support Information

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[illegible]

Order	Task	Notes	Owner	Duration	Start Time	End Time

6 Notification Process, Contacts, and Roles

7 Test Plan for the Disaster Recovery Plan

[Redacted text block containing multiple paragraphs of information, all obscured by black boxes.]

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