IOT Enterprise Resiliency Services - 2023

Who We Are:

The Enterprise Resiliency Services team is a multi-member team that specializes in Disaster Recovery architecture design and management, and in Business Continuity planning and program management. Our team works with the operational teams of IOT and partner agencies to devise a recovery plan for the critical systems in an Operational outage or in a declared Disaster event. Resiliency Services is also responsible for IOT continuity program management and available for continuity collaboration with state agency partners.

Our Mission:

To provide consistent delivery of Resiliency (BC/DR) services to enhance the availability and recoverability of state-held critical assets hosted at IOT Data Center while supporting the State's business objectives.

Department: IOT Security --> IOT GRC&R --> Enterprise Resiliency Services (BC/DR)

Manager Emily Larimer

Formed: 2007 under Security Team, moved to Server Hosting and Shared Services Team Nov. 2017

What We Do:

Collaborate and partner with agencies to design, plan, standardize, implement, test, and document the state agency critical systems DR plans and technology architecture in accordance with the policies, standards, and SLAs set forth with the statewide governance directed by IOT and IOT Security.

Collaborate and partner with all IOT leadership and teams to maintain a Continuity of Operations for IOT Business Operations and manage a comprehensive Business Continuity program which includes regular continuity exercises.

Our Products:

1137P	DR Traditional - Physical Server	1137MV	Disaster Premium - Virtual Server
1137V	DR Traditional - Virtual Server	1137R	Rack Hosting (Bloomington only)
1137MP	DR Premium - Physical Server		

Our Tools:

Colocation Data Center
IU Data Center, Bloomington

Replication
EMC VMAX3 SRDF/Metro
PureStorage
DataGuard (EXADATA, OracleRAC)
Metro Mirror (Mainframe)

Network Attached Storage
I-Light 10 GB (Protected Zone)
I-Light 10 GB (Intranet – December 2019)

EMC VMAX3
PureStorage
DS8910 (Mainframe)

Archive
ISILON
EMC Elastic Cloud Service

Backup
AVAMAR
EMC Data Domain (Oracle database backups)
TS7760 (Mainframe)

Our Metrics: Tracks metrics for its agency critical systems DR tested every year.
Track metrics for Business Continuity efforts, including number of internal and external exercises.

Our Customers: All Executive Branch agencies, Secretary of State, and Department of Education

Our Budget: $0.5M

Our Growth: 48 Agencies are using the Disaster Recovery services

Major Accomplishments - 2022:

Business Continuity 5 Core Recovery Teams
Development Project Completion
COOP Version 2 - 2022
ISI Archer Profile for IOT Core Infra. Systems
Policy and Standards Improvements
DR Tests

DR Tabletop Exercises
Business Continuity Program development
Resiliency Library and Resources Development
Cyber Liaison Officer Program maturity and
management in collaboration with IDHS

Current Projects:

COOP/Safety & Emergency Management
IOT Security Team COOP Tabletop Exercise
Full IOT COOP Tabletop Exercise
Recovery Teams Development Phase 2