AGENCY CONTACT MEMORANDUM #2013-0401

To: Agency IT Leadership, Technical Contacts

From: Steve Rucker, Deputy Secretary
             Finance & Administration Cabinet

Date: April 16, 2013

Subject: Alternate Data Center update

The Commonwealth Office of Technology (COT) is in the final stage of establishing a fully operational Alternate Data Center (ADC) for enterprise production systems managed by COT. The ADC project allows systems across the commonwealth to be more readily available using one of two major strategies:

- Operational Redundancy, where systems exist in an always-on state in both data centers and can achieve fault tolerance
- Operational High Availability, where systems fail over to another system in a short period of time with minimal data loss

To date, COT has completed the solicitation and award of the ADC facility support contract with Cyrus One, and we have deployed components to provide redundancy for the Network, Active Directory Services, and Voice Over IP (VOIP) Telephony. In April, COT's enterprise infrastructure team deployed several components of the ADC which are essential to Disaster Recovery (DR) capabilities. The team is currently working to deploy redundant platforms for Email, virtual machines, and open system servers. Lastly, mainframe components have been delivered to the ADC and will be installed and configured in the coming month.

Once the necessary equipment is deployed, agency applications can be supported by the ADC according to their customer defined DR strategy to meet their business needs.

The ADC will have the following features and abilities:

- Redundant bandwidth including 10 GB connections to both the current network and to the CDC allowing multiple pathways for active traffic.

- Active telephone systems allowing immediate failover/use in the ADC for both additional capacity and redundancy.
- Active backup site for all virtual and open systems with sufficient capacity for all current COT-managed systems and easy expandability as necessary.
- Backup and recovery systems for both mainframe and open systems sufficient to handle all current backup and recovery tasks.

The primary goals of the ADC project are:

- To provide DR capabilities in accordance with a well-defined Disaster Recovery Plan (DRP), working towards a mature Business Continuity (BC) model.
- To more effectively utilize monies by eliminating the limited Business Continuity Recovery Services (BCRS) contract in favor of the ADC site.
- To integrate ADC capabilities into the COT service portfolio offering a highly available infrastructure capable of dealing with disaster situations.
- Eliminate or reduce the risk to systems which are not part of the current DRP, yet are critical to the day to day functionality of the state.