

MAINFRAME BUSINESS CONTINUITY & DR

Service Description

Business continuity involves planning for keeping all aspects of a business functioning in the midst of disruptive events. Disaster recovery, a subset of business continuity focuses on restoring the information technology systems that support the business functions.

Mainframe Disaster Recovery (DR) services are offered to customers of OIT's IBM mainframe environment. Services are made available via IBM's Business Continuity and Resiliency Services which provides hot site computer facilities at a remote location.

Tests are conducted bi-annually at IBM's hot site location, during which OIT's mainframe computer infrastructure is restored. Once the mainframe system is operational, participating agencies restore their production applications and conduct extensive tests to ensure that those applications have been successfully recovered and would be available in the event of an actual disaster.

This service is designed to expand business continuity and disaster recovery capabilities in the most cost effective and efficient manner possible for DAS customers and for agencies that have systems and applications that run on DAS/OIT infrastructure at the State of Ohio Computer Center (SOCC).

A Mainframe Business Continuity & Disaster Recovery customer might also be interested in these OIT services:

- Database Support Services
- Mainframe Systems

Customer Benefits

- **Cost-savings** – Customers will save money by not incurring additional expenses for personnel and equipment associated with disaster recovery.
- **Efficiency** – The disaster recovery service is designed and delivered in a manner that requires fewer resources to meet the operational requirements of the customer.
- **Security** – Customer data is protected against loss via continuous backup to a storage device at the IBM hot site which facilitates rapid recovery of the data as well as a second backup on high density tape that is stored off-site.
- **Support** – Regular testing of disaster recovery and business continuity processes and procedures to validate the viability of recovery plans. Processes and procedures are in place to protect against unplanned events such as the failure of an individual system component or brief service interruptions.

OIT Provides

- Coordination of activities to enable the recovery of IT/business systems due to a disruption.
- Development and maintenance of the processes, policies and procedures related to preparing for the recovery of critical technology infrastructure.

Incident Response & Resolution

As a primary service, Mainframe Business Continuity & Disaster Recovery support staff is available 24 x 7 for both incident reporting and resolution. Mainframe staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

Service Objectives

The primary objective of this service is to restore OIT Mainframe Disaster Recovery customer data to an operational state in the event of an actual disaster. Disaster recovery testing will be performed bi-annually for the mainframe computing environment at OIT's hotsite location.

Customer Requirements

- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Place service order via the OIT Enterprise Service Catalog
- Provide an inventory of systems with brief description, contacts, hardware platform (e.g. Intel, UNIX), physical location, Recovery Time Objective (RTO), Recovery Point Objective), etc.
- Provide an ordered list of critical systems
- Provide DAS OIT with a valid billing number

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at <http://itenterprise.ohio.gov>. Rate information for this service can be found on the [DAS OIT IT Business Office](#) site.