

Open Systems DR-DRaaS

Service Description

Open Systems Disaster Recovery as a Service (DRaaS) offers server imaging and storage at a geographically disparate site from Columbus, Ohio. The service provides customers with a private Disaster Recovery as a Service solution connected to the State of Ohio Computer Center (SOCC) via the Ohio One Network that will consist of the following:

- Compute to allow expected performance in the event of a complete fail over
- 24vCPU per host with 32 host in the environment all licensed with VMWare
- Support of the orchestration and replication environment
- Site connectivity
- Stored images available upon demand

Open Systems Disaster Recovery - Windows (1330 / 100607 / DAS505170/ 3854L) - Open Systems Disaster Recovery – Windows is a service that provides a secondary failover site for Windows based servers within the geographically disparate site. This service provides duplicative server compute and storage to match Server Virtualization and Data Storage capabilities as provisioned at the SOCC. This service is provided through a contracted third party who is responsible for all management and equipment at the facility. The rate for this service is based on a percentage of contract and site connectivity costs, as well administration costs, per server per month. Total costs are apportioned based upon the number of Windows server racks on the site floor. The customer base for this service includes any customers who consume Server Virtualization and Data Storage at the SOCC.

Open Systems Disaster Recovery - AIX (1330 / 100607 / DAS505170/ 3854N) - Open Systems Disaster Recovery – AIX is a service that provides a secondary failover site for AIX based servers within the geographically disparate site. This service provides duplicative server compute and storage to match AIX Systems Services and Data Storage capabilities as provisioned at the SOCC. This service is provided through a contracted third party who is responsible for all management and equipment at the facility. The rate for this service is based on a percentage of contract and site connectivity costs, as well administration costs, per server per month. Total costs are apportioned based upon the number of AIX server racks on the site floor. The customer base for this service includes any customers who consume AIX Systems Services and Data Storage at the SOCC.

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.
- **Support** – 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

OIT provides site connectivity, on-going support of server images and associated services.

Maintenance Schedule

The maintenance windows are negotiated with the customer and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled as needed.

Incident Response & Resolution

As a primary service, Open Systems Disaster Recovery as a Service support staff is available 24 x 7 for both incident reporting and resolution. DRaaS staff will respond to the customer within 15 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource.

Service Objectives

Category	Evaluation Criteria	Target
Availability	DRaaS uptime	99%
Incident Responsiveness	DRaaS support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 15 minutes.	100%
Incident Resolution	DRaaS support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide DAS OIT with a valid billing number
- Ohio One Network

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.