Department of Technology Services

FY 2016

COOP / DR Plan

DTS
Dept. of Technology Services

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State of Utah, Governor's Executive Order 2006-0002, State Department participation in Comprehensive Preparedness Initiate, issued May 1, 2006, provides for all State agencies to complete a Continuity of Operations Plan.

UTAH DEPARTMENT OF TECHNOLOGY SERVICES
AND OFFICE OF THE CHIEF INFORMATION OFFICER
HTTP://DTS.UTAH.GOV/

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DTS Overview

The Department of Technology Services (DTS) is the Technology Service Provider for the Executive Branch of the State of Utah, offering State Agencies a wide variety of services. DTS works together with other State Agencies to transform government through the effective use of technology.

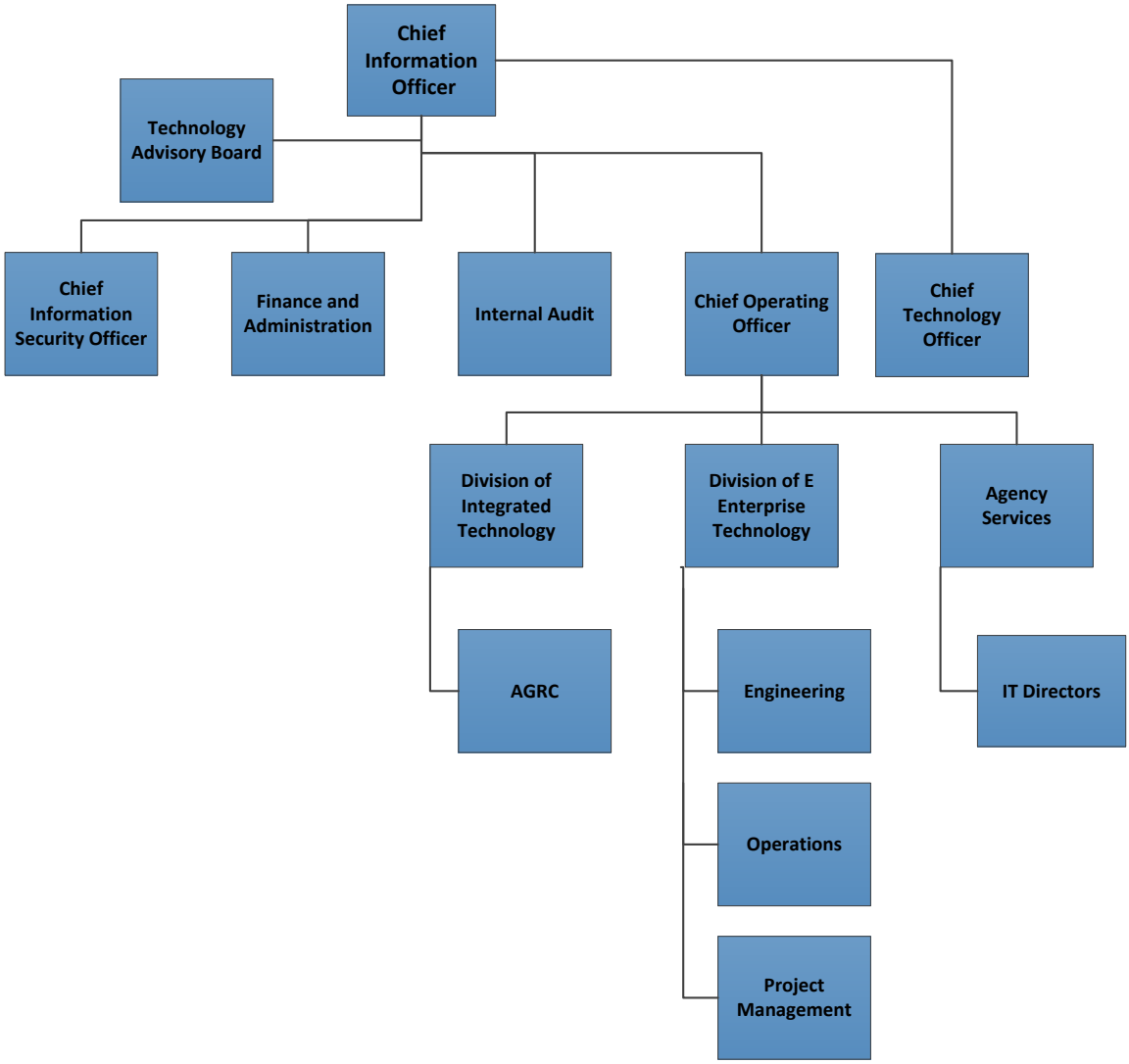
DTS, under the State's Chief Information Officer (CIO), has embarked on an unprecedented transition to optimize all IT resources and services for the state of Utah in one department to improve accountability, reduce costs, increase services to taxpayers, and more closely align IT with the business needs of the state of Utah.

Utah.gov boasts more than 1,100 online services. The growing portfolio of technological applications is the result of an evolving strategy designed by Agencies, working in cooperation with DTS, to keep Utah in the forefront by utilizing IT tools to better serve our business customers and the residents of our State.

DTS has developed four cornerstones, which represent the agency's main areas of focus. All activities, statistics, accomplishments, and initiatives directly relate to efforts in achieving these four goals.

Organization Structure

The Utah Department of Technology Services is organized to address functions identified in state statute: agency services, integrated technology, and enterprise technology. DTS has incorporated these areas into one organization to provide services to state agencies.



DTS General Plan

PURPOSE

Historically, agencies within Utah State Government have prepared well to respond to service interruptions within the State. At the same time, those agencies have not always considered how they would respond to an emergency, which directly affect their agency's ability to provide services and continue normal operations. Additionally, a majority of the existing plans have focused only on catastrophic events.

While preparations for such major emergencies are important, it is equally important to address emergencies with less severity but much more frequency. For example, in an average year, most state agencies will be more adversely affected by power outages or severe storms than earthquakes. Even more frequent are relatively minor emergencies (e.g. pipe breaks, computer failures, etc.), which can wreak havoc on an agency's ability to provide services and continue operations. While threats do vary from region to region and state agency to state agency, it is clear that a broader scope of preparedness will assist state agencies in providing services and continuing operations regardless of the hazard or emergency that arises.

The additional reality is that state agencies can be the target or victim of emergency demands that all state agencies prepare effectively to continue their operations in the wake of service interruption. Whether the State Office Building has a fire or the Department of Health suffers storm damage, agencies unprepared for emergencies will be unable to provide the services that customers have come to expect.

The changing nature of emergencies is noteworthy as well. Prior to the World Trade Center attack on September 11, 2001, many did not believe that the citizens of the United States of America would be forced to deal with the issue of terrorism on their own soil. Attitudes have changed.

These changes dovetail with the greater public expectations of federal and state government's role preceding, during, and after an emergency of any type. The public has generally been very unwilling to overlook lapses in services, even in the wake of service interruptions. The obligation of DTS is to provide seamless services, especially those involving public safety and health, in spite of any event. The public expects good customer service of state government as much as it does from business.

With these issues in mind, DTS agency management is committed to the development and maintenance of an effective continuity of operations/business contingency plan.

AUTHORITY

State of Utah, Governor's Executive Order 2006-0002, State Department Participation in Comprehensive Preparedness Initiate, issued May 1, 2006, provides for all State agencies to complete a Continuity of Operations Plan.

DTS Authority comes from Utah Code Title 63F 1

Utah Technology Governance Act http://le.utah.gov/~code/TITLE63F/63F01.htm

The Utah Code 63F---1---203 explicitly requires the Chief Information Officer (CIO) to prepare an executive branch strategic plan that addresses:

• Interchange of information between executive branchagencies;
• Coordination between agencies in the development and maintenance ofinformation technology and systems;
• Protection of the privacy of individuals who use State systems;
• Priorities for the development and implementation of information technology and systems; and, • Maximizing the use of existing State information technology resources.

The Department must also ensure that cost---effective, efficient information and communication systems and resources are being used by agencies to reduce data, hardware, and software redundancy (Utah Code 63F---1---104).

SITUATIONS AND ASSUMPTIONS

The State of Utah and its population are at risk from a variety of threats and potential emergencies, disasters, or catastrophic incidents (Note: a detailed list of identified Risks and Hazards can be found in the State of Utah Hazard Mitigation Plan http://publicsafety.utah.gov/emergencymanagement/UtahHazardMitigationPlan.html). Preparedness efforts in the areas of planning, training, exercises and funding for infrastructure and equipment is ongoing. The occurrence of any of these emergencies, disasters, or catastrophic incidents may require the activation of extraordinary continuity of operations activities, as detailed in this Continuity of Operations Plan.

Earthquakes. Earthquakes are considered to be one of Utah's greatest hazards. Utah lies in a zone that is considered to be seismically active. The last major earthquake occurred on the Wasatch Fault approximately 400 years ago. The average interval between major occurrences is 350 years, and affirms the potential for a devastating earthquake resulting in personal injuries and property damage.

Floods. Flooding is common in various parts of Utah as a result of a rapid spring snowmelt, and violent thunderstorms.

Severe Storms. Severe thunderstorms with hurricane-force winds and hail have caused property damage to homes and businesses. Funnel clouds have been associated with some severe storms. Heavy snowfall from winter storms is common in Utah and may cause power outages or result in the widespread loss of communications.

Wildland Fires. Uncontrolled wildland fires cause extensive damage to watershed and rangeland each year in Utah.

High Winds. Property damage caused by high winds is not uncommon in Utah, especially near the mouths of canyons.

Hazardous Material Accidents. Most hazardous material incidents result from transportation accidents. Since principal highways and rail lines pass through populated communities, potential threats to life and for property damage exist. HAZMAT incidents could require large-scale evacuations or protective sheltering-in-place.

Landslides, Debris Flows and Avalanches. These natural phenomena are often associated with seismic events, but frequently occur due to the instability of ground, snow conditions or soil saturation. Landslides and debris flows include flow, slides or rock falls. Avalanches occur each winter due to the unstable snowpack on steep mountain slopes.

Dam Failure. The State of Utah has numerous dams that could present a potential threat to downstream life and property in the event of a sudden failure.

Terrorism and Civil Disturbance. The threat of terrorism in Utah is increasing. Terrorism may include Weapons of Mass Destruction, Bio-Terrorism, Agro-Terrorism or **Cyber-Terrorism.** The Department of Public Safety has established procedures to continue operations in the event of terrorism or civil unrest.

Drought. Utah is situated in one the more arid regions of the United States. Drought conditions have reoccurred over the years. Drought is one of the State's more common disasters. It is devastating to water supplies, agriculture and causes an increase in severity of forest and range fires.

Health. Health and medical emergencies, e.g., pandemic influenza, are of great concern to the State of Utah. The safety, welfare and economic well-being of the residents and visitors to Utah are greatly dependent on the State's ability to continue services during health and medical emergencies.

Animal Disease. Livestock production is an important part of the economy of Utah. Animal disease emergencies are a growing concern and could have extensive economic impact on the State.

Disaster Condition

1. An emergency, disaster, major catastrophe or terrorist incident may overwhelm the capabilities of the Department to provide a timely and effective response. For example, the occurrence of a catastrophic earthquake in a high-risk, high-population area such as the State Office Building Capitol complex will cause casualties, property loss, disruption of normal life-support systems and impact the regional economic, physical and social infrastructures.

2. An emergency, disaster, major catastrophe or terrorist incident has the potential to cause substantial health and medical problems within the Department and its employees.

3. An emergency, disaster, major catastrophe or terrorist incident may cause significant damage to the Department's physical infrastructure and operational capabilities. For example, an earthquake or catastrophic dam failure may significantly damage or destroy highway, airport, railway, communications, water, waste disposal, electrical power, natural gas and petroleum transmission systems.

Assumptions

1. An unforeseen emergency, disaster or major catastrophe, such as an earthquake or terrorist incident may occur with little or no warning and produce maximum casualties and widespread damage. This COOP plan assumes that the service capabilities of the Department will be quickly overwhelmed.

2. The large number of casualties and/or the significant damage to Department buildings, structures and the basic infrastructure will necessitate State and possibly

federal government assistance to support The Department in conducting life-saving and life-support efforts.

3. As the result of Department personnel being injured and or trapped in damaged or destroyed structures, the likelihood of a significant number of deaths and injuries will require the immediate response of Department officials to continue operations.

4. Utah Department of Public Safety agencies may need to respond on short notice to continue effective and timely services and assistance to local governments to help alleviate suffering and protect property.

FUNCTIONAL ROLES AND RESPONSIBILITIES

Continuity of Operations Team

Key individuals have been appointed to the Continuity of Operations Team based on their knowledge of the agency's policies and operations and on their authority to act in time of crisis. In the event an impact situation is declared and this plan is put into action, all employees are directed and empowered to take direction from Continuity of Operations Team members until the condition is resolved and normal lines of authority have been restored.

If a disruption is imminent or should occur, the Continuity of Operations Team members will immediately contact the other members of the team and establish an appropriate communication plan under the circumstances. This will normally entail a meeting at the designated Recovery Control Location. Once a disruption situation is declared, the Continuity of Operations Team is empowered to act in all affairs pertaining to the Agency. It is the duty of all team members to respond and participate in the management of the event. If a team member is unable to respond, the remaining team members will function as the Continuity of Operations Team.

The Continuity of Operations Team as listed in Worksheet 1 is arranged in order of authority. When the team has assembled, the individual highest on the list will organize and direct the team

CONTINUITY OF OPERATIONS TEAM

Currently DTS monitors and maintains Hardware and Software systems 24 x 7 x 365 in their Salt Lake and Richfield computer operations centers for business resumption (BR). In addition to this, technical staffs are on call after normal business hours to include nights and weekends. DTS maintains a tiered support structure in the event of an outage that allows the first line of technical support to elevate the urgency of repair to higher levels of technical support.

If a disaster should occur, it is the intent of the Department of Technology Services (DTS) to have a team established that will oversee recovery operations. The team will operate out of the State EOC (Emergency Operation Center) ESF-2 with agency coordination out of either the Salt Lake or Richfield Data Centers.

DTS will be using a Business Continuity/Disaster Recovery (BC/DR) software planning tool that will encompass Business Impact Analysis (BIA), Business Continuity Planning (BCP) and Incident Management (IM). These tools will enable us to identify and build

COOP teams to support the State of Utah business needs in the event of a disaster. This tool is Sunguard/Strohl software and is managed and accessed outside of the state of Utah and is accessible via the internet at **https://enterprise.sungard.com**

LOGISTICS SUPPORT AND RESOURCES REQUIREMENTS

Logistics support and resource requirements for implementation of this plan to carry out essential functions are identified, including, but not limited to, staffing, technology, facilities, and office equipment and supplies. If external support or resources are required, such as in a catastrophic earthquake when multiple agencies are impacted, requests for assistance will be forwarded to the State Emergency Operations Center. In turn, the EOC will direct the request to an appropriate state agency or to Emergency Support Function 7 (ESF 7), Resource Support.

The Department of Administrative Services (DAS) and Department of Technology Services (DTS) are key support agencies for ESF 7. DAS' Division of Facilities and Construction Management (DFCM) will assist with handling requests for the securing of alternate facilities. DTS provides support for information technology and communications.

Depending upon the situation, if the Department cannot adequately staff its essential functions it can request assistance from the Department of Human Resources. A request could also be handled by the Emergency Management Assistance Compact (EMAC) desk in the State EOC.

Logistics support and resource requirements include access to the State's financial management systems will also be coordinated with the State EOC.

CONCEPTS OF OPERATIONS

Upon the declaration of the COOP plan, senior COOP team leaders and their designated support personnel are to relocate to the nearest functioning Recovery Control Location. Once the team has attained thorough situational awareness, they can begin assessing available facilities to support the critical, essential, and non-essential functions. Depending on the projected duration of the COOP plan, decisions will be made by this team to determine which staff will be called back to work, when and where they are to report.

Critical Essential Functions are to be recovered as quickly as possible and reasonable notifications to other agencies, vendors, contractors, and customers as to the accessibility to these services. All efforts are to minimize the distance and inconvenience needed to safely recover critical functions outside of the affected area.

Essential and non-essential functions will then be addressed, based on the assumed duration of disruption and customer service needs, ability for employees to telecommute and the availability of office space, and budget constraints to locate a long-term, temporary facility.

PLAN MAINTEANCE

This Plan will be reviewed and revised on an annual basis. Call-Down Lists and Phone Numbers will be updated as personnel change. The update will be recorded on the Continuity of Operations Plan Update/Review Log.

SCOPE OF PLAN

This Continuity of Operations Plan describes in general terms how the Department of Technology Services intends to respond to events that disrupt its normal operations. Disruptions may be minor or may include instances where normal agency functions and services cannot be performed and may not be performed for an extended period of time. Continuity of Operations planning minimizes the impact of disruption while maximizing resources available to resume normal operations. This plan does not focus on what may bring the agency down, but how to get the agency back up and operational. This plan provides a road map of predetermined actions which will reduce decision-making during recovery operations, resume critical services quickly, and enable resumption of normal service at the earliest possible time in the most cost-effective manner. This plan will help in reducing the number and magnitude of decisions that must be made during the period when exposure to error is at a peak. This plan identifies the business resumption (BR) and disaster recovery (DR) capabilities currently in place for DTS.

DTS defines business resumptions as the ability to bring key IT infrastructure back to full operational status within 24 to 48 hours without having to move to a new location. Items that can constitute business resumption are a loss of power, virus attack, loss of internal components related to computing and network hardware, etc. DTS believes business resumption does not require relocation of IT computing environments.

Disaster recovery, on the other hand, would require relocation of IT assets in order to resume critical business services. DR can be delayed by a number of days or weeks depending on the situation.

CONTINUITY OF OPERATIONS STRATEGY

Effective and timely recovery from an impact situation requires clear thinking and decisive action to restore systems in order of priority. This continuity strategy is provided to assist agency management during the recovery period. Resources are likely to be scarce, communication may be disrupted, frustrations will exist and emotions will be strained. Having a clear strategy will help management work together during the crisis period.

In the attached appendices are lists of the agencies applications and key functions supported by DTS. Each agency has determined their own priorities based on criteria of a Tier system of priority. DTS will resume business functions during an outage and recover from an outage in the event of a disaster based upon these predetermined Tiers and available resources. This will ensure that limited resources will be applied to recover those systems most critical to DTS' ability to provide key IT infrastructure so that the agencies can resume business services to their customers.

Service interruptions can be in three classes: loss of access to technology and data processing capabilities, loss of facilities, or both.

In the event the whole facility housing the agency is destroyed or otherwise unavailable, including the use of the main computer systems, management will relocate to the designated alternate site either Salt Lake or Richfield depending on the area of damage.

The agencies should not expect to have data processing services for **at least 24-36 hours** after occurance. DTS will work with the agencies to identify and assess the most critical business functions to be restored on a priority basis and bring those services on line first. Other services will be brought on line as system capacity and resources become available.

AGENCY FUNCTION IDENTIFICATION (Critical vs. Non-Critical)

In order to sustain and/or recover agency functions during a time of crisis, it is imperative to understand which functions are critical to each agency's ability to provide services. Priorities must be viewed in a new light in the context of Continuity of Operations. Each function and application an agency performs must be identified and then evaluated in terms of recovery priority.

The biggest challenge to identifying your functions lies in knowing how specific to be. By being more specific you will be able to separate the functions that really must occur from the ones that can be recovered later. How specific you become will depend on the size and complexity of your agency's services.

Utilizing the agencies input from the Appendix C "Agency Applications by Department (Jjune 2015) and Tier Determination" the following tiers have been established.

Tier I—Absolutely critical function with must be restored within **24-48 hours** (Agency determined).

Tier II—Essential function that must be restored within **7- 28 days** (Agency determined).

Tier III—Non-essential function to immediate recovery and Continuity of Operations efforts will be restored as resources permit. **30+ days**

Tier IV—Non-essential No recover effort for this application or data

In addition to the Tier systems applications and systems could be prioritized (due to limited resources) based on these 4 priority levels.

1. General public safety (Police, Fire and Medical services)
2. Health including life and death situations
3. Physical harm to people, property, animals and environment
4. General business and commerce environments

Timeline

This timeline is a summary of the situation reaction and subsequent recovery process. It is designed to help agency management keep perspective and focus during times when abnormal events and subsequent problems can distort the normal judgment and decision processes. A second goal is to educate staff that is not regularly involved in the planning process.

Note: Activities occurring within the same time frame will occur simultaneously.

Action	*When*
Chain of Command When communication is available and agency management team members are accessible, the chain of command is not affected. However, this is not always the case and immediate and decisive action is sometimes required to survive a service interruption. Therefore, a clear chain of command is established before a service interruption strikes. Those in the chain of command are prepared to act if called upon.	**Before Impact**
Situation Assessment The DTS management team is responsible to coordinate an assessment of the situation as quickly as possible. The purpose of this assessment is to identify the scope of the event and to provide the basis for plan implementation. Specific areas that must be evaluated: 1. The condition and availability of employees 2. The condition and availability of facilities 3. The condition of key computer and business systems.	**Within 4 Hours**
Identify Recovery Control Location(s) Recovery control operations will be from the Salt Lake or Richfield data centers, or Provo or Ogden Regional centers depending on the area of damage.	**Within 4 Hours**
Initiate Call Down of Staff Once the Recovery Control Location has been cleared for agency occupancy, the DTS management will notify their staff of the situation and probable work assignments.	**Within 4 Hours**
Plan Implementation Based on the results of the situation assessment, the DTS manager in command may authorize plan implementation. This implementation will authorize individuals on the DTS management team to take appropriate actions to minimize the effects of the situation and maintain the highest possible level of Continuity of Operations as quickly as possible. With plan implementation, special policies will go into effect.	**Within 4 Hours**

Public Relations Communication — **Within 4 Hours**

A major roadblock to survival and recovery during an event is uncertainty and indecision. DTS will follow the agency's standard operating procedures for situations requiring media coverage. This may include contacting the state Public Information Officer (PIO) for assistance in providing information to media personnel.

Staffing — **Within 24 Hours**

The effect of the service interruption on the staff and the service capability of the agency will determine short-term staffing needs. A staffing plan will be utilized by each DTS section and communicated to each staff member.

Computer Operations and Data Recovery — **Within 48 Hours**

If plan implementation includes computer system recovery, the computer and data backup plan for the agency is immediately put into effect. This may include formal notification of the backup provider, acquisition of data backups, establishment of data communications, travel to the backup site, notification of third party vendors, etc.

Facilities Recovery (Temporary) — **Within 48 Hours**

Based on the event's circumstances, operations will be moved into the Recovery Control Locations provided for in this plan. Basic supplies and forms will be retrieved.

Critical (Tier I) Functions — **Within 48 Hours**

Tier I functions, as defined by the agency business managers, are reestablished.

Essential (Tier II) Functions — **Within 7- 28 Days**

Less critical services as defined by the business manager as Tier II functions will be restored.

Non-Essential (Tier III) Functions — **Within 30+ Days**

Tier III functions, if any, will be provided. It is understood that some services and controls may not be restored until full recovery has been achieved.

Permanent Repair (Systems and Facilities) — **Based On Situation**

With basic functions restored in the previous actions, resources can now be devoted to repairing damaged systems and rebuilding facilities. The time and effort required will be based on the circumstances.

Long Term Staff Care and Rehabilitation — **Based On Situation**

Some situations may include severe trauma, including the loss of life. The long-term physical and emotional care and rehabilitation of state agency employees who have suffered losses due to the situation should be provided once the immediate crisis situation has passed.

Resumption of Normal Operations — **Based On Situation**

When facilities have been repaired or rebuilt and systems repaired, operations can be transferred out of temporary facilities, backup computer operations can be terminated and normal operations can be resumed.

Assessment of Continuity of Operations Plan and Modification — **When Recovered**

Upon the resumption of normal operations a final report must be created for state government leaders. This report should be created from actual recovery logs made during the event and include areas of learned exposures and new recommendations to minimize loss in subsequent events. Abnormal costs due to the service interruption should be identified for possible recovery. The Continuity of Operations Plan should then be modified to incorporate the “lessons learned” by those involved in Continuity of Operations efforts.

COOP PROGRAM MANAGEMENT TEAM: ROLES AND RESPONSIBILITIES

Basic COOP Planning Stage	
Department/Agency: (Department of Technology Services)	
Roles/Designated Position	General Responsibilities
Senior Leadership: Michael Hussey **801 538-3298** **Mike@utah.gov** **Alternate: Kenneth Petersen** **801 538-3298** **KGPETERSEN@utah.gov**	Senior Leadership serves as the senior coordinator for the overall COOP Program.
COOP Coordinator: **Russell Smith** **801 514-3125** **RussellSmith@utah.gov** **Alternate: Norm Johnson** **801 538-3021** **NormJohnson@utah.gov**	The Coordinator is the primary point of contact for the department/agency's COOP program, and is responsible for COOP program development. This position will be the liaison for departments that are dependent on, or are dependencies for, your department or agency. The Coordinator develops and coordinates a comprehensive series of activities that will enable an agency to perform essential functions during any emergency or act of terrorism. Solicits "buy-in" and markets the COOP Program to senior management. The Coordinator works with Planning Team members to develop the Multi-Year Strategy and Program for Plan Maintenance.
Continuity Planner: **Russell Smith** **801 514-3125** **RussellSmith@utah.gov** **Alternate: Norm Johnson** **801 538-3021** **NormJohnson@utah.gov**	This position serves as task manager for plan components and procedure development, and acts as a liaison for team members preparing/writing COOP plan components and procedures.

COOP Planning Team Members: **Melissa Brown** **801 538-3298** **mbrown@utah.gov** **Stephanie Weteling** **801 538-3284** **stweiss@utah.gov** **Scott Peterson** **801 554-9182** **speterso@utah.gov** **Darcie Trimble** **801 558-2276** **dtrimble@utah.gov**	Assists the Continuity Planner within each department to gather specific procedural information regarding processes, essential functions, equipment, supplies, data, teams, tasks, dependencies, supply chain issues, etc.

Intermediate COOP Planning Stage	
COOP Coordinator: **Russell Smith** **801 514-3125** **RussellSmith@utah.gov** **Alternate: Norm Johnson** **801 538-3021** **NormJohnson@utah.gov**	Schedules and coordinates training of all critical personnel identified as "mission essential personnel" for the department. Schedules, coordinates, and documents the results (and lessons learned) of the exercising and testing of the COOP plan to maintain viability. Additionally, this position establishes a review cycle for the COOP plan to maintain readiness and viability.
Legal Compliance Counsel **Attorney General Office** **Michael K. Green** **801 366-0343** **mkgreen@utah.gov**	Monitors and administers compliance activities for all identified critical functions, leadership positions, and all associated authorities.
DTS Public Information Officer: **Stephanie Weteling** **801 538-3284** **STWEISS@utah.gov**	This position is responsible for disseminating accurate and precise information to the public, managing media contacts, and preparing press releases.

COOP Administration/Logistics Support Officer **Melissa Brown** **801 538-3298** **mbrown@utah.gov**	Based on critical functions identified, assembles and pre-positions necessary resources, documents, and equipment. Additionally, orders supplies and coordinates with facility management to ready emergency operations site(s).

Continuity of Operation Actions (Phases 1-7)

Phase I Emergency Response

This Phase must be completed within 4 hours from impact.

Purpose: This initial phase outlines the steps or actions that MUST occur immediately after the impact or interruption occurs and is to ensure the life and safety of employees and visitors to the facilities.

Only if there is no immediate threat to life or safety and there is sufficient time, should additional mitigation efforts to secure property and preserve records be completed prior to evacuation of the business facility.

NOTE: A State Agency emergency event or situation may be either a loss of information processing capability only, a loss of access to normal facilities while information processing capability remains intact, or both. When only information processing is lost, the agency will most likely not relocate to other facilities but await the restoration of the information processing functions. No potential danger to employees exists.

The following immediate emergency actions must take place when damage to the facilities has occurred and where some danger to employees or visitors can be expected.

CONTINUITY OF OPERATIONS ACTIVITY DESCRIPTION		ASSIGNED/COMPLETED/NOTES
1.	Evacuate and take Head-Count as per State Agency Facility Evacuation Plan. As part of evacuation, everyone should follow agency specific emergency response plans for specific situations (i.e. Earthquake, Fire, Flood, Weather, Terrorism, etc.) **Take Agency Continuity of Operations Plan during evacuation to ensure proper responses to all situations.** **Note 1:** Employee and visitor safety is the primary criteria for evacuation of agency facilities. All employees must evacuate to and assemble at the pre-determined outside location where a head count by the person in charge will be conducted and employee life/safety condition will be assessed. This head count should include all visitors to the state agency at the time of impact.	

CONTINUITY OF OPERATIONS ACTIVITY DESCRIPTION		ASSIGNED/COMPLETED/NOTES
2.	Determine employee status and availability: Identify any injuries to employees and visitors on site. Seek immediate medical assistance if necessary. Is temporary emergency shelter needed due to weather or other conditions?	
3.	Communicate relocation decision to employees and visitors. **If yes, move to emergency shelter identified below:**	
	Primary Emergency Shelter Address:	
	State Fair Park, Grand and Wasatch Buildings will be used for immediate business resumption operations. Address is 155 N. 1000 W. SLC Utah	
	Those that are injured will be taken to the LDS Hospital. 325 East 8th Avenue, SLC Utah 801 408-1100	
	Secondary Emergency Shelter Address:	
	Local churches/school facilities that are undamaged.	
	Injured personnel will be taken to the University of Utah hospitals. Located at 50 North Medical Drive, SLC Utah 801 581-2121	
4.	Determine overall effect of the immediate impact to transportation and city conditions that may affect employees and their families. Inform employees of overall conditions.	
5.	Determine "immediate" employee work strategy.	
6.	Enter status of evacuated employees and visitors on Agency Evacuation Status Log. Identify problems/availability on form.	
7.	Inform employees of their immediate work assignments and emergency needs. Consider releasing employees to go home if service interruption is severe. Log employee destination and time departed on Agency Evacuation Status Log, when employees leave work or shelter area for other locations.	

Continuity of Operation Actions (Phases 1-7)

Phase II Event Assessment

Should be completed within 4 hours from impact.

Purpose: The actions in this phase are designed to assist in accurately determining the damage caused by the impact event and help in estimating the duration of the expected "outage".

CONTINUITY OF OPERATIONS ACTIVITY DESCRIPTION		ASSIGNED/COMPLETED/NOTES
1.	Inventory and secure critical documents, files and other items that may have been removed by employees during evacuation of building.	
2.	Distribute and maintain agency Continuity of Operations Recovery Logs found for all personnel involved in the recovery. Use this log as a template for logging recovery information. **Require log use by all employees during the recovery.**	
3.	When re-entry to facilities is allowed, identify systems, data, and other items that are reusable and can be relocated. Use Form Undamaged Recoverable Items, to identify those recoverable items and their locations.	
4.	Assess condition of agency facilities, workstations, data communications and other computer facilities. Gather information observed from all team members about critical systems, communications, facilities and other mission critical components or processes. Use, General Situation Assessment form as a guide.	
5.	Determine extent of impact event as it relates to the mainframe host and/or PC/LAN computer systems: processing status, completed or incomplete application processing, communications networks, and other facilities using form, General Situation Assessment form.	
6.	If technology is impacted, get technology personnel to estimate when agency facilities and/or processing systems will be accessible. How many **HOURS**: _____ **DAYS**: _____	
7.	Fill out , Area/Function/Section Specific Situation Assessment form, including estimated outage of critical and essential functions or processes.	
8.	Does the estimated processing or function outage exceed the pre-determined "Acceptable Outage Period" for State Agency outage?	

CONTINUITY OF OPERATIONS ACTIVITY DESCRIPTION			ASSIGNED/COMPLETED/NOTES
	Yes	**Go to Phase 3.** **ACTIVATE STATE AGENCY CONTINUITY OF OPERATIONS PLAN**.	
	No	**STOP!** **DO NOT** declare an emergency situation. Coordinate team activity to restart Section functions. Await restoration of facilities and/or technology resources.	

Continuity of Operation Actions (Phases 1-7)

Phase III Notification/Plan Implementation Process

Should be completed within 4-12 hours and ongoing from start of event.

Purpose: This phase includes the action steps and other information needed by agency management to make a proper plan implementation declaration; identifies the declaration authority; includes agency guidelines and responsibilities; and identifies key personnel or other functions that must be notified by agency management on an ongoing basis.

A. MANAGEMENT NOTIFICATIONS AND COMMAND IDENTIFICATION

CONTINUITY OF OPERATIONS ACTIVITY DESCRIPTION		ASSIGNED/COMPLETED/NOTES
1.	Authorized DTS COOP Manager implements the Continuity of Operations Plan according to pre-defined section specific criteria. See following pages for assistance in understanding the criteria used in determining the various types of plan implementation declaration.	

B: GUIDELINES FOR IMPLEMENTING EMERGENCY POLICIES AND S.O.P.'s

When the situation assessment is complete, the manager in charge is faced with the decision of whether the plan should be implemented. In the event of a severe service interruption the decision will be easy, but in many situations, such as a power outage of prolonged but unknown duration, it is not clear at all. The following questions, in conjunction with the situation assessment forms, will help in determining whether the Continuity of Operations Plan should be activated.

QUESTION OR CONDITION	ANSWER
What is the projected time to restore agency functions without contingency activities?	
Does this time exceed the pre-determined maximum acceptable "outage" **(greater than 48 hours)?**	
Will services to agency customers or the public be unacceptably impacted?	
Who is managing outside restoration efforts and what resources are available to fix the problem?	
Will implementing the Continuity of Operations Plan reduce financial loss implications?	
Do the long-term effects (financial, loss of agency functional services, loss of public or customer confidence, etc.) justify the declaration?	

QUESTION OR CONDITION	ANSWER
What is the overall impact on agency or customer service?	
What will the media to say in their reports?	
Are anticipated media reports acceptable to agency and state officials?	

C: DECLARATION TYPE

Based on the answers to the above and other questions that may be pertinent in the specific situation, the agency COOP manager will need to select one of the following options:

CONDITIONS	TYPE OF DECLARATION DECISION
Although an incident has occurred, the circumstances do not require special contingency activities. Recovery can best be handled within the normal management structure.	**No Declaration.** Agency will await restoration of facilities and services.
The situation is severe and requires implementation of the contingency plan, but mainframe or host computer systems are operational.	**Declaration Without Computer System Recovery** Agency will relocate to its alternate site and restore its data processing capabilities and functions there.
The situation is severe and mainframe or host computer services have been disrupted in addition to agency processing and functional capability. This declaration will trigger the DTS Continuity of Operations Plan.	**Declaration With Computer System Recovery** The agency will relocate to its alternate site(s) and await restoration of essential system communications and mainframe or host system processing capability at either the Richfield or Salt Lake data center depending on the area of damage.

D: CONTINUITY OF OPERATIONS PLAN IMPLEMENTATION GUIDELINES

These guidelines or procedures are DTS section specific. They are determined by each individual section and approved in advance by the Division Director and the next level of senior state management, either the DTS CIO or COO. The guidelines to be implemented are contained in the table below.

MANAGEMENT AUTHORIZATION LEVEL FOR IMPLEMENTATION DECLARATION: (IN ORDER)	CONDITIONS FOR AUTHORIZING	AUTHORIZING MANAGEMENT SIGNATURE
DTS Chief Information Officer	Michael Hussey	
DTS Chief Operating Officer	Kenneth Peterson sucession order for unavailability	
DTS Project Management Director	Doug Chandler sucession order for unavailability	
DTS Enterprise Technology - Engineering Director	Darcie Trimble sucession order for unavailability	
DTS Enterprise Technology - Operations Director	Scott Peterson sucession order for unavailability	
Capitol Campus Manager	Paul Kearsley sucession order for unavailability	
Desktop / Help Desk Services Manager	Scott Moffitt sucession order for unavailability	
Data Center Operations / COOP Manager	Russell Smith sucession order for unavailability	
Assistant Agency COOP Manager	Norm Johnson sucession order for unavailability	
DTS Public Information Officer	Stephanie Weteling sucession order for unavailability	

E: IMPLEMENTING EMERGENCY POLICIES AND S.O.P.'S

These policies are section specific. They are determined by each section manager and approved in advance by the DTS Division Director and the DTS Department Director. The policies to be implemented are contained in the table below.
DTS Duty Manager on call # is 801 297- 3889 (DUTY)

SPECIFIC SECTION POLICY TO BE IMPLEMENTED	CONDITIONS FOR IMPLEMENTING	AUTHORIZING MANAGEMENT LEVEL
Network Business Resumption	Any power outage, virus, or other natural or man made disaster that can be resolved in 48 hours or less.	Operations Manager Scott Peterson and DTS Duty Manager (assignment)
Network Disaster Recovery	Disaster resulting in relocation of computing services at our alternate facility in Richfield.	Operations Manager Scott Peterson and DTS Duty Manager (assignment)
Mainframe Business Resumption	Any power outage, virus, or other natural or man made disaster that can be resolved in 48 hours or less.	Operations Manager Scott Peterson and DTS Duty Manager (assignment)
Mainframe Disaster Recovery	Disaster resulting in relocation of computing services at our alternate facility in Richfield.	Operations Manager Scott Peterson and DTS Duty Manager (assignment)
Database Resumption	Any power outage, virus, or other natural or man made disaster that can be resolved in 48 hours or less.	DTS Application Development Manager(s) Darcie Trimble, DBA Manager Dean Zumbunnen
Database Disaster Recovery	Disaster resulting in relocation of computing services at our alternate facility in Richfield.	DTS Application Development Manager(s) Darcie Trimble, DBA Manager Dean Zumbunnen
Storage Resumption	Any power outage, virus, or other natural or man made disaster that can be resolved in 48 hours or less.	Operations Manager Scott Peterson and DTS Duty Manager (assignment)
Storage Disaster Recovery	Disaster resulting in relocation of computing services at our alternate facility in Richfield.	Operations Manager Scott Peterson and DTS Duty Manager (assignment)

SPECIFIC SECTION POLICY TO BE IMPLEMENTED	CONDITIONS FOR IMPLEMENTING	AUTHORIZING MANAGEMENT LEVEL
WAN Resumption	Any power outage, virus, or other natural or man made disaster that can be resolved in 48 hours or less.	Operations Manager Scott Peterson and DTS Duty Manager (assignment)
WAN Disaster Recovery	Disaster resulting in relocation of computing services at our alternate facility in Richfield.	Operations Manager Scott Peterson and DTS Duty Manager (assignment)
Voice Resumption	Any power outage, virus, or other natural or man made disaster that can be resolved in 48 hours or less.	Operations Manager Scott Peterson and DTS Duty Manager (assignment)
Voice Disaster Recovery	Disaster resulting in relocation of computing services at our alternate facility in Richfield.	Operations Manager Scott Peterson and DTS Duty Manager (assignment)
Help Desk Business Resumption	Any power outage, virus, or other natural or man made disaster that can be resolved in 48 hours or less.	Operations Manager Scott Peterson and DTS Duty Manager (assignment)
Help Desk Disaster Recovery	Disaster resulting in relocation of computing services at our alternate facility in Richfield.	Operations Manager Scott Peterson and DTS Duty Manager (assignment)
Wireless Services Business Resumption	Any power outage, virus, or other natural or man made disaster that can be resolved in 48 hours or less.	Operations Manager Scott Peterson and DTS Duty Manager (assignment)
Wireless Services Disaster Recovery	Disaster resulting in relocation of computing services at our alternate facility in Richfield.	Operations Manager Scott Peterson and DTS Duty Manager (assignment)

F: EMERGENCY POWERS

The DTS Director(s) will act in the best interest of the state constituents during a service interruption. To facilitate these essential actions, state senior management approves the following emergency changes to normal policies while the Continuity of Operations plan is active. These emergency powers are rescinded upon return to normal operation

POLICY	VARIATION APPROVAL
Purchase Authority	The restriction over which purchases must be made by the Division of Purchasing is temporarily removed. The Division Director can authorize essential purchases to preserve the safety of staff and to protect the threatened assets of the agency. However, judgment must be exercised to ensure that the long-term effects will not outweigh the short-term benefits.
Cash, personal credit or check capability	DTS may set up emergency purchasing capability by giving approval to use State issued credit cards. The state will guarantee and indemnify employees for all such emergency purchases.
Personnel Issues	DTS working in conjunction with DHRM will be authorized to take any personnel actions deemed necessary to sustain the agency's operation. This includes hiring of staff, disciplinary action, or termination. All actions must be taken in compliance with applicable employment law.
Contractual Authority	The DTS Executive Director/CIO will temporarily be empowered to act on behalf of the agency in executing emergency contracts when the Facilities or Division of Purchasing capabilities are exceeded. In the event that the DTS Executive Director/CIO is not available to act in this capacity, the next in normal agency management succession is temporarily authorized to execute essential contracts. This temporary approval is conditional upon the approval of the Facilities or Division of Purchasing recognizing they cannot perform within the required emergency time frames. When emergency conditions justify, the normal bid process is not required and the most important criteria is "performance". However, to ensure that the costs are not excessive, the manager must exercise caution.

G: DECISION MAKING PRIORITIES

The following decision making criteria may be used as a guide for DTS Management to provide direction in a potentially high stress environment where specific direction from senior state officials may not be available. The State acknowledges the fact that each situation is unique and impossible to predict. These criteria are general principles that can be applied across the broad spectrum of all service interruptions.

CATEGORY	CRITERIA AND PRIORITY
Human Safety	The first priority is the safety of the staff and volunteers. This concern also extends to visitors or others who may be affected by a service interruption at the state agency facility. The Agency Management Team is directed to act before, during, and after a service interruption to protect and preserve the life and safety of these individuals.
Long Term Recovery	Next in priority is the long-term survival of the agency. Decisions made concerning immediate recovery, reconstruction, or restoration of service must always be made in the context of the agency's long-term recovery. Immediate results must not be achieved at the expense of the long-term capability of the agency.
Meeting Customer and Dependent Agency Needs	Third in priority is to meet the needs of those customers and those agencies that rely on the agency services. Once human safety concerns and the agency's long term survival is ensured the agency should do whatever it can to meet the needs of those relying on its services. For an internal service interruption such as a fire, this may mean applying all available resources to quickly

CATEGORY	CRITERIA AND PRIORITY
	restore vital services. In a larger regional service interruption such as an earthquake or tornado, this may mean providing assistance in the form of special government services.
Prudence	In all actions during a service interruption, the State Agency Manager, the Continuity of Operations Team, the staff, and volunteers must act with prudence. Every effort should be made to understand the long-term ramifications of decisions. Individual needs must be balanced with the needs of the organization and its members.

CONTINUITY OF OPERATIONS ACTIVITY DESCRIPTION		ASSIGNED/COMPLETED/NOTES
1.	Ensure formal state agency management continuity exists. CIO, COO, or the DTS Director(s) establishes formal, temporary management replacements for those Section agency managers who are unavailable.	
2.	Provide emergency status phone number to employees to call in for information.	
3.	Establish employee contact trees by neighborhood or city location. Log employee contacts and status. Have employees travel to other employees' homes if normal communication paths are unavailable.	
4.	Notify employees of current status according to Employee Notification List in Follow-up with other agencies.	
5.	Establish ongoing "critical customer and agency" contacts using lists. Notify customers and others relying on agency functions of current status according to Critical Customer and Agency Notification List. Maintain ongoing communication regarding restoring functional capabilities and timeframes.	
6.	Ensure that State and DTS PIO is kept informed of ongoing status.	

Continuity of Operation Actions (Phases 1-7)

Phase IV Continuity of Operation Preperation

Should usually be completed within 4-12 hours of impact.

Purpose: This phase outlines the preparations the state agency will take in preparing for the actual recovery efforts, but before the actual recovery process begins. These steps are taken after a plan implementation declaration has been made.

Logistics support and resource requirements for implementation of this plan to carry out essential functions are identified in Appendices, including, but not limited to, staffing, technology, facilities, and office equipment and supplies. If external support or resources are required, such as in a catastrophic earthquake when multiple agencies are impacted, requests for assistance will be forwarded to the State Emergency Operations Center. In turn the EOC will direct the request to an appropriate state agency or to Emergency Support Function 7 (ESF 7), Resource Support.

The Department of Administrative Services and Department of Technology Services (DTS) are key support agencies for ESF 7. Administrative Services' Division of Facilities and Construction Management will assist with handling requests for the securing of alternate facilities. DTS provides support for information technology and communications.

Depending upon the situation, if the Department cannot adequately staff its essential functions it can request assistance from the Department of Human Resources. A request could also be handled by the Emergency Management Assistance Compact (EMAC) desk in the State Emergency Operations Center.

Logistics support and resource requirements include access to the State's financial management systems.

A: SELECT AND ACQUIRE AGENCY RECOVERY CONTROL LOCATIONS

CONTINUITY OF OPERATIONS ACTIVITY DESCRIPTION		ASSIGNED/COMPLETED/NOTES
1.	When moving to the Recovery Control Location, there should be provided a separate area in the Recovery Control Location where agency management meets to discuss ongoing conditions and make decisions. This location will be the Richfield data center conference room or the State Fair Park Wasatch building in Salt Lake depending on the extent of the disaster	
2.	Request the pre-designated Recovery Control Location space from State Facilities Coordinator. Management will confirm the use of pre-designated Recovery Control Locations. (There should be at least a primary and secondary location identified.)	

CONTINUITY OF OPERATIONS ACTIVITY DESCRIPTION		ASSIGNED/COMPLETED/NOTES
	Perform automatic Recovery Control Location setup procedures.	
	Set up the Recovery Control Location.	

B: ORGANIZE AND ACTIVATE SECTION RECOVERY TEAMS BY FUNCTION

PURPOSE: The Section Functional Recovery Teams will be responsible for developing and implementing procedures that would allow the DTS Sections to begin recovery efforts following an interruption of critical agency functions. The DTS Section Manager will activate the Functional Recovery Teams.

CONTINUITY OF OPERATIONS ACTIVITY DESCRIPTION		ASSIGNED/COMPLETED/NOTES
1.	Each "Section Recovery Team Leader" will designate an Alternate Team Leader and assign additional staff as needed to assist in their specific recovery responsibilities.	
2.	Determine employee availability from employee notification and status list. Identify any employee personal problems restricting heavy continuity work schedules.	
3.	If needed, access the overall department personnel plan with employee skill levels identified.	
4.	Organize Critical Functional Recovery Teams using designated assignments.	
5.	If service interruption spans multiple agencies, Agency Functional Recovery Team Leaders periodically will coordinate their assignments and responsibilities with other Agency Team Leaders and provide ongoing status reports.	
6.	Within the agency, hold team meetings for agency management and ensure other Functional Recovery Team meetings are held as necessary.	
7.	Authorized individual notify off-site storage location and retrieve all necessary vital records according to pre-arranged list for critical functions. Arrange pickup and delivery details with off-site storage location. NOTE: Ensure proper authorization levels for release of data files from off-site location are in place prior to service interruption.	
8.	Identify transportation needs to support Continuity Team activities.	

C: PREPARE AGENCY FOR RELOCATION

PURPOSE: The following steps will be taken to temporarily relocate the DTS to a suitable site and prepare for the restoration of critical DTS functions. The first

items below outline general responsibilities, the next items document steps in completion.

CONTINUITY OF OPERATIONS ACTIVITY DESCRIPTION		ASSIGNED/COMPLETED/NOTES
	The DTS Director(s) will be responsible for facilitating and coordinating the relocation of essential agency functions to the Recovery Control Location.	
	Agency Recovery Logs must be maintained and used to gather accurate data for ongoing reporting.	
1.	If the recovering agency is relocated to and preempts another agency's permanent space or shares space with another agency, ensure resident agency functions presently occupying the site are relocated to other facilities.	
2.	Order, acquire, deliver and install all essential office supplies identified.	
3.	Contact DTS to install all communications lines and workstations for critical work in the relocation site.	
4.	Move into emergency relocation center and install whiteboards, desks, etc. according to previously approved layout diagram.	
5.	Ensure voice and data communication channels are available to Utah State Agency Emergency Operation Center and coordinate with other agencies as necessary. Pass agency recovery phone numbers to these sites.	
6.	Test all circuits and workstations before starting production work. Use benchmarked functions with test data and strategy to verify correct operation. Repair or correct problems before going into live production status.	

Agency Service Recovery Control Location Contacts

Name:	Bruce Whittington (DFCM Director Facilities) State Office Building, 5th Floor Salt Lake City, Utah 84114 Lat: 40°46'43.35"N Long: 111°53'17.32"W	
Phone #:	801-538-3547	
Radio Channel:		Home Phone: 801 756-2546
Cell #:		
Location:	DFCM State Office Building,	Home:Utah Valley
Name:	Russell Smith (Salt Lake and Richfield Data Center Operations Manager) State Office Building, 6th Floor Salt Lake City, Utah 84114 801 538-3889, cell # 801 815-6587 Lat: 40°46'45.43"N Long: 111°53'17.18"W	
Phone #:	801 538-3405	
Radio Channel:		Home Phone: 801 280-1113
Cell #:	801 514-3125	
Location:	DTS State Office Building Salt Lake Valley	Home: South Jordan
Name:	Daniel Gallegos (Salt Lake and Richfield Data Center Asst. Manager) State Office Building, 1st Floor (Room 1100) Salt Lake City, Utah 84114 801 538-3889, cell # 801 815-6587 Lat: 40°46'45.43"N Long: 111°53'17.18"W	
Phone #:	801-538-3503	
Radio Channel:		Home Phone: 801 263-2720
Cell #:	801-815-3206	
Location:	DTS State Office Building Salt Lake Valley	Home: West Valley
Name:	James Calton (Richfield Data Center Supervisor) 350 S. 900 W. (Snow College/Richfield Campus) Richfield, Utah 84701 801 538-1188, or 435 896-2460 Lat: 38 degrees, 45'46.71" N Long: 112 degrees 6'6.45 W	
Phone #:	801-538-1188	
Radio Channel:		Home Phone:
Cell #:	435 633-3315	
Location:	DTS Data Center Richfield	Home: Richfield
Name:	Gerald Adams (Provo Regional Center) 150 East Center Street Provo Utah 84606 Lat: 40°13'58.60" N Long: 111°39'22.05" W	
Phone #:	801 794-6705	
Radio Channel:		Home Phone:

Cell #:	801 794-6705	
Location:	Provo	Home: Provo
Name:	Chad Fowers (Ogden Regional Center) 2540 Washington Blvd Ogden Utah 84114 Lat: 41°13'10.90"N Long: 111°58'11.86"W	
Phone #:	801 626-0298	
Radio Channel:		Home Phone: 801 627-1081
Cell #:	801 620-0105	
Location:	Ogden	Home Ogden
Name:	Kelly West (State Fair Park) 155 North 1000 West Salt Lake City, Utah 84116 Lat: 40°46'19.94 "N Long: 111°55'15.97 "W	
Phone #:	801-538-8441 or 801 538-8400	
Radio Channel:		
Cell #:		
Location:	State Fair Park	

Continuity of Operation Actions (Phases 1-7)

Phase V COOP Activities

Should be complete within 12 hours to 3 days.

PURPOSE: In this phase, the actual recovery activities are performed to recover critical and essential functions leading to a successful recovery and return to normal.

A: INFORMATION RESOURCE RECOVERY PROCEDURES

This section deals with the restoration of information technology services affected as a prerequisite for critical agency processing. It assumes the information technology group has the resources to provide for agency processing of critical applications within predefined periods of "acceptable outage".

CONTINUITY OF OPERATIONS ACTIVITY DESCRIPTION		ASSIGNED/COMPLETED/NOTES
1.	State Department of Technology Services act in support of recovering agency. They must complete their respective recovery actions/plans for an affected agency in the pre-defined time frames agreed to between the agency and DTS.	
2.	Agency management develops action plan and work schedule for critical functions and communicates this information to the State Emergency Operations Center. (ESF-2)	
3.	Strategic Team Members are notified and mobilized to start and support critical functions. Ensure critical employees personal needs are considered to ensure his/her availability during the recovery.	
4.	Notify all other employees to report to work at the Recovery Control Location when their services are needed, but not until then.	
5.	Managers and Agency Continuity Team Members move to Recovery Control Location to resume CRITICAL DTS Section functions. **GO TO Critical Function Recovery Procedures.**	
6.	Regular status reports should be made to State Emergency Operations Center on the schedule dictated by them, and as significant events affecting processing occurs.	

B: FACILITIES RECOVERY PROCEDURES

This section deals with the restoration of the state agency building facilities required to perform pre-defined Critical (Priority I) and Essential (Priority II) functions within predefined periods of "acceptable outage".

CONTINUITY OF OPERATIONS ACTIVITY DESCRIPTION		ASSIGNED/COMPLETED/NOTES
1.	Section management develops action plan and work schedule for facilities recovery and communicates this information to the State Emergency Operations Center.	
2.	Strategic Team Members are notified and mobilized to start and support facilities recovery. Ensure critical employees personal needs are considered to ensure his/her availability during the recovery.	
3.	Notify all other employees to report to work at the Recovery Control Location when their services are needed, but not until then. (Too many people in the recovery area usually cause confusion that can impede the processing of critical functions.)	
4.	Other Continuity Activities as agency deems necessary including security and access control issues, safety and inhabitability concerns, and repairing or rebuilding.	
5.	Section Management identifies means of transportation to convey strategic recovery teams to the Richfield alternate data center.	
6.	Regular status reports should be made to senior officials as determined by the agency.	

C: CRITICAL FUNCTION RECOVERY PROCEDURES

This section documents DTS's steps that must take place in restoring the agency's actual processing of its functions within the pre-defined periods of "Acceptable Outage" after all infrastructure and resources are prepared and ready. Steps for Tier I (Critical), Tier II (Essential), and Tier III (Non-Essential) are documented.

Note: Initial workloads will be substantially heavier than normal until all backlogged work is completed. Resources and personnel will be under severe stress and additional problems should be expected due to processing out of normal sequence.

CONTINUITY OF OPERATIONS ACTIVITY DESCRIPTION		ASSIGNED/COMPLETED/NOTES
1.	Strategic Team Members are notified and mobilized to start and support critical functions. Ensure critical employees personal needs are considered to ensure his/her availability during the recovery.	
2.	Notify all other employees to report to work at the Recovery Control Location when their services are needed, but not until then. (Too many people in the recovery area usually cause confusion that can impede the processing of critical functions.)	
3.	Managers and Agency Continuity Team Members move to Recovery Control Location to resume CRITICAL Agency functions. **GO TO Critical Function Recovery Procedures.**	
4.	Agency begins processing **CRITICAL (Priority I)** functions.	
5.	Employees required for these less critical applications should now be assigned work schedules. It is important that all employees feel needed and are used in the recovery effort.	
6.	Other Continuity Activities as agency deems necessary including security and access control issues and other specifics as found in Appendix G-3, Key Agency Function Priority List.	
7.	Regular status reports should be made to State Emergency Operations Center on the schedule dictated by them, and as significant events affecting critical functions occurs.	
8.	Additional steps as deemed necessary by agency.	

Continuity of Operation Actions (Phases 1-7)

Phase VI PIO Activities

Should be continuous throughout process as deemed necessary by Continuity of Operations Team Leader.

PURPOSE: This phase contains basic steps to ensure the dissemination of information to the media, other agencies and the public throughout the course of the recovery process. Information and specific guidelines that will help you manage the press and public information during a disaster can be found in the Appendix as indicated.

CONTINUITY OF OPERATIONS ACTIVITY DESCRIPTION		ASSIGNED/COMPLETED/NOTES
1.	Prior to any service interruption, gather Appendix A DTS Employee List by Last Name. Maintain copies of plan for management to use for notification purposes and medical treatment if necessary.	
2.	Prior to any service interruption, PIO SOP P6-2 Form , Key Media Contacts, should be established and documented.	
3.	Prior to any service interruption, each agency should create PIO SOP P6-3 Form, Emergency Telephone List, including all numbers necessary for agency. The listing on PIO SOP P6-3 Form is meant as a guide and is not necessarily all-inclusive.	
4.	During the course of the service interruption, PIO SOP Form P6-6, Media Inquiry Log, should be kept up to date by the assigned Agency Continuity of Operations Team Member.	
5.	Agency PIO should communicate agency status and information to media and others on an ongoing basis, either through press release or other form of communication as described in PIO SOP Form P6-5, Public Information Resource Material.	
6.	Follow public information policies as provided in the State Emergency Operations Plan if the service interruption is large scale or widespread in nature.	
7.	Other Continuity Activities as agency deems necessary regarding Public Information.	

Phase VII Final Report Activity

PURPOSE: After the DTS emergency situation is completed and return to normal conditions exist, a comprehensive final or "Situation Report" must be developed for State elected officials and senior management by the Agency Executive Manager.

CONTINUITY OF OPERATIONS ACTIVITY DESCRIPTION			ASSIGNED/COMPLETED/NOTES
1.	After the emergency conditions are satisfactorily managed and conditions return to normal, the service interruption declaration should be rescinded with all state agencies.		
2.	Each Section Manager prepares a final complete report of service interruption, recovery events and overall effects.		
	a.	Document the cause of the service interruption and the final effects on agency operations.	
	b.	Collect final recovery logs from all employees. Use information about major events in recovery from recovery logs, etc. in preparing the final report.	
	c.	Document effects to daily operations.	
	d.	Identify preventive measures initiated against future interruptions (if any are needed).	
	e.	Identify and document costs.	
	f.	Develop report for use by the DTS CIO and for outside use if directed.	
3.	Sign, copy and deliver final report to appropriate senior officials.		

DTS ORDERS of SUCCESSION

WORKSHEET: ORDERS OF SUCCESSION

Organization/Division/Unit: DTS **Team: COOP**

Essential Function: **Process:**

Orders of Succession, Delegation of Authority

A successor is accountable for duties assigned to the key positions and agrees to perform the duties assigned in the division's business continuity plan. If duties are not specifically assigned or limited, the successor agrees to perform duties contained in the key position's job description/profile.

The successor will fully retain the authorities of the higher level position as well as responsibility and accountability for actions taken during the transfer of authority.

The Supervisor notifies employees (and customers if applicable) of the change(s) in authority.

Primary COOP Positions and Names **(List all positions identified in Worksheet 3B-3)**	**Successor 1 (Name)**	**Successor 2 (Name)**	**Successor 3 (Name)**	**Successor 4 (Name)**
Michael Hussey, CIO DTS Executive Director 801 538-3298 m 801 971-9500	Kenneth Petersen	Dan Frei		
Kenneth Petersen, Chief Operating Officer 801 538-3298m 801 550-2826	Doug Chandler	Darcie Trimble	Scott Peterson	
Phil Bates, DTS Security Directorr 801 209-9343	Boyd Webb, DTS Security Officer 801 538-3470	Jerri Averre DP Security Specialist 801 538-3751		
Daniel Frei, DTS Finance Director 801 538-3459 m 801 556-7103	Leno Franco Finance Manager 801 538-9088	Tyrel King Finance Manager 801 538-3036		
Dave Fletcher, Chief Technology Officer 801 538-3476 m 801 514-2176	Ken Petersen	Anthony Booyse 801 538-1072		
Stephanie Weteling, DTS Public Information Officer 801 538-3284 m 801 599-7870	Melissa Brown	Daniel Frei		
Melissa Brown, CIO Executive Assistant 801 538-3298 m 801557-9606	Stephanie Weteling	Nancy Nelson DTS SSC 538-3523	Heid Acree DTS SSC 538-3462	Ingrid Norton Admin Secretary 801 965-4151

Larene Wyss, HR Director for DTS 801 538-3361 m 801 503-5618	Alan Owens HR Director 801 538-3015	Wendy Peterson HR Deputy Director 801 538-3075	Debbie Cragun HR Exec Director 801 538-3075	
DET Engineering Darcie Trimble, 801 538-3571 m 801 558-2276	Darrus McBride IT Manager 801 538-3539	Mark Mitchell IT Manager 801 538-9581	Corona Ngatuvai IT Manager 801 538-9637	Brenda Hulphers IT Manager 801 538-3642
DET Operations Scott Peterson, 801 538-3149 m 801 554-9182	Aaron Jeter Campus Mgr 801 965-2568	Paul Kearsley Campus Mgr 801 514-3141	Steve Taylor Campus Mgr 801 526-9798	Scott Moffitt Campus Mgr 435 215-3739
DET Project Management Douglas Chandler IT Manager 801 538-3585	Ben Mehr Project Mgr 801 538-3515	Carlo Ardito Proj Mgr 801 538-3354		
IT Director, DABC Chris Christensen, 801 977-6889	Kevin Perry TSS 801 668-5849			
IT Director: GOED,DHA, UID, UVMA Amie Hughes, 801 520-8241				
IT Director AGRC Bert Granberg, 801 538-3163 m 801 558-3563	Matt Peters IT Analyst 801 673-3362	Sean Fernandez IT Analyst 801 209-9359		
IT Director, Commerce, Labor, PSC, DFI Rick Leimbach, 801 530-6688 m 801 550-3955	Karen Duncan IT Analyst 801 530-6081	Bruce Stewart IT Director 801 538-8856		
IT Director, National Guard John Hansen	Scott Bland TSS II 801 432-4116			
IT Director, Corrections/BOP Bryan Kasteler 801 545-5508 m 801 514-6309	Philip Stireman IT Manager 801 545-5529	Kim Thompson IT Manager 801 545-5643		
IT Director, Public Safety Mike Sadler 801 965-4822	Kerry Huntington IT Analyst 801 707-6897	Sam Clark IT Analyst 801 243-1662		
IT Director, UDOT Dave Burton, 801 965-4220 m 801 712-8643	Rudy Zamora IT Analyst 801 887-3753	Randall Stohel IT Analyst 801 965-4908		
IT Director, DWS Mark Shultz IT Manager 801 404-6869	Kent Rimmasch IT Manager 801 526-9266	Diane Pfeifer IT Manager 801 598-7962		
IT Director, DOH Greg Mead 801 538-7244 m 801 258-1578	Gavin Packard IT Manager 801 538-6367	Jim Howard IT Manager 801 540-7026	Tim Cornia Campus Mgr. 801 652-5031	

IT Director, TAX, Steve Coons 801 297-3875 m 801 750-7499	Jerri Betts IT Analyst 801 297-2742	Elaine Wood IT Manager 801 297-2707	Dallas Difrancesco Campus Mgr 801 297-2710	
IT Director, Human Services Tricia Cox, 801 538-4024 m 801 503-8618	Dennis Allred IT Analyst 801 589-1045	Dallas Difrancesco Campus Mgr 801 297-2710		
IT Director Scott Wolford, DHRM/DAS/ Gov Office 801 538-3862 m 801 707-4942	Pete Freeman IT Manager 801 538-9767	Mark Mitchell IT Manager 801 538-9581	Judd Houser IT Analyst 801 538-9764	
IT Director, DEQ/DNR Bill Boudreau 801 545-5508 m 801 865-2435	Michael Casey IT Manager 801 536-4455	Ken Gee IT Manager 801 538-7113		

Worksheet: DELEGATION OF AUTHORITY

Orders of Succession, Delegation of Authority

A successor is accountable for duties assigned to the key positions and agrees to perform the duties assigned in the division's business continuity plan. If duties are not specifically assigned or limited, the successor agrees to perform duties contained in the key position's job description/profile.

The successor will fully retain the authorities of the higher level position as well as responsibility and accountability for actions taken during the transfer of authority.

The Supervisor notifies employees (and customers if applicable) of the change(s) in authority.

Organization/Division/Unit: DTS/CIO **Team: Executive Management**

Essential Function: Executive management for DTS **Process:**

COOP Position	Duties While Acting With Authority	Limitations
Primary: Michael Hussey,CIO, Executive Director	Ability to make all Executive decisions, including directing of personnel and allocation of resources.	None
Successor: Kenneth Petersen, Chief Operating Officer	Ability to make all Executive decisions, including directing of personnel and allocation of resources.	None
Successor: Phil Bates, Chief Security Officer	Ability to make all Executive decisions, including directing of personnel and allocation of resources.	None
Successor: Dan Frei Chief Financial Officer	Ability to make all Executive decisions, including directing of personnel and allocation of resources.	None

Organization/Division/Unit: DTS Infrastructure and Solutions Delivery **Team: Executive Management**

Essential Function: **Process**

COOP Position	Duties While Acting With Authority	Limitations
Primary: Kenneth Petersen, DTS Chief Operating Officer	Ability to make all Operational executive decisions for the Infrastructure and Solutions Delivery groups, including the allocation of resources.	None
Successor: Douglas Chandler,	Ability to make all Operational executive decisions for the Infrastructure and Solutions Delivery	None

DET Project Manager Director	groups, including the allocation of resources.	
Successor: Scott Peterson, DET Operations Director	Ability to make all Operational executive decisions for the Infrastructure and Solutions Delivery groups, including the allocation of resources.	None
Successor: Darcie Trimble, DET Engineering Director	Ability to make all Operational executive decisions for the Infrastructure and Solutions Delivery groups, including the allocation of resources.	None

Organization/Division/Unit: DTS Enterprise Security **Team: Executive Management**

Essential Function: **Process**

COOP Position	Duties While Acting With Authority	Limitations
Primary: Phil Bates, Chief Security Officer	Ability to make all Security decisions, including the allocation of resources and direction of personnel.	None
Successor Boyd Webb, DTS Security Officer	Ability to make all Security decisions, including the allocation of resources and direction of personnel.	None
Successor Jerri Averre, DP Security Specialist	Ability to make all Security decisions, including the allocation of resources and direction of personnel.	None

Organization/Division/Unit: DTS Finance and Administration **Team: Executive Management**

Essential Function: **Process**

COOP Position	Duties While Acting With Authority	Limitations
Primary: Daniel Frei, Chief Financial Officer	Ability to make all Financial and Budgetary decisions, including the allocation of resources and direction of personnel.	None
Successor: Leno Franco, DTS Finance Manager	Ability to make all Financial and Budgetary decisions, including the allocation of resources and direction of personnel.	None
Successor:	Ability to make all Financial and	None

Tyrel King, DTS Finance Manager	Budgetary decisions, including the allocation of resources and direction of personnel.	

Organization/Division/Unit: Chief Technology Officer **Team: Executive Management**

Essential Function: Technology **Process**

COOP Position	Duties While Acting With Authority	Limitations
Primary: Dave Fletcher,Chief Technology Officer	Ability to make all eGovernment and Architecture decisions.	None
Successor: Ken Petersen	Ability to make all eGovernment and Architecture decisions.	None
Successor: Anthony Booyse	Ability to make all eGovernment and Architecture decisions.	None

Organization/Division/Unit: Public Information Office **Team: Executive Management**

Essential Function: **Process**

COOP Position	Duties While Acting With Authority	Limitations
Primary: Stephanie Weteling, DTS Public Information Officer	Ability to provide all department communications.	None
Successor: Melissa Brown, CIO Executive Assistant	Ability to provide all department communications.	None
Successor: Daniel Frei, DTS Finance Director	Ability to provide all department communications.	None

Organization/Division/Unit: Executive Assistant **Team: Executive Management**

Essential Function: CIO Office **Process**

COOP Position	Duties While Acting With Authority	Limitations
Primary: Melissa Brown, CIO Executive Assistant	Ability to assist with all department-wide administrative needs.	None

Successor: Stephanie Weteling, Public Information Officer	Ability to assist with all department-wide administrative needs.	None
Successor: Nancy Nelson, SSC	Ability to assist with all department-wide administrative needs.	None

Organization/Division/Unit: Human Resources **Team: Executive Management**

Essential Function: DTS HR **Process**

COOP Position	Duties While Acting With Authority	Limitations
Primary: Larene Wyss, HR Director for DTS	Ability to provide all HR support.	None
Successor: Wendy Peterson, HR Director	Ability to provide all HR support.	None
Successor: Jean Mills-Barber, HR Deputy Director	Ability to provide all HR support.	None

WORKSHEET: ALTERNATE FACILITIES

Organization/Division/Unit: Department of Technology Services

Protocol for Office Staff Reporting During Disasters
In the event of a disaster and EOC activation, the Division of Emergency Management (DEM) expects all employees assigned to ESF-2 from DTS to report to duty to the State EOC.

--This is a DEM requirement only for individual(s) who supports the State Emergency Response Team (SERT) at the Emergency Operations Center (EOC). --

All DTS employees should follow these guidelines.

1. Employees shall ensure their safety and the safety of their immediate family.
2. If employee and his/her family is safe, the employee will report to supervisor or manger they are available for duty.
3. All staff shall monitor KSL Radio 1160 AM for news and information and the Emergency Alert
1. System, as well as www.emergencyinfoutah.com if accessible.
2. Staff may use all and any communications methods available, such as email, text, GETs cards, ham radio, and social media, to communicate their status to management.
3. If the State EOC and SOB are not available, staff shall report to the alternate EOC at Camp
4. Williams. The tertiary location is the Tooele County EOC.
5. The DTS Data Centers in Salt Lake and Richfield will be primary communication points for DTS employees if they can not get ahold of Supervisor/Manager
6. Salt Lake City DTS Data Center #'s
7. Richfield DTS Alternate Data Center #'s 801 538-1188, or 435 896-2460 .

Alternate Facility	Alternate Facility. Cold, Warm or Hot Site	Number of Employees Required to Set Up	MOU or Contract in Place? (Y/N)	Special Notes	Capacity
Richfield Data Center 350 South 900 West Richfield UT 84701 Lat: 8°45'46.71"N Lng:112°6'6.45"W	Alternate data center site with redundant mainframe and storage. Full description is listed below.	**2 - 4**	Yes	Facility is maned by DTS 7x24 and also houses the Public Safety dispatch center for the county. Contact information is 801 538-1188 or local # 435 896-2460	25
Provo Regional Center 150 East Center Street Provo UT 84606 Lat:40°13'58.59"N Lng111°39'22.05"W	Alternate State office building with on hand technical support staff. DTS office is in the basement and was previously used as a data center. Communicatio	2 - 4	Yes	Facility is maned by DTS during business hours M-F 7am to 5 pm and also houses other State Government agencies. Primary DTS Contact is Gerald Adams 801 794-6705 or DFCM @ 801 374-7099	10 - 12

	n equipment and Internet and Wireless connectivity is available.				
Ogden Regional Center 2540 Washington Blvd Ogden UT 84114 Lat: 41°13'10.90"N Lng: 111°58'11.86"W	Alternate State office building with on hand technical support staff. DTS office is in the basement and was previously used as a data center. Communicatio n equipment and Internet and Wireless connectivity is available.	2 - 4	Yes	Facility is maned by DTS during business hours M-F 7am to 5 pm and also houses other State Government agencies. Primary DTS Contact is Tim Cornia 801 652-3230 or DFCM @ 801 374-7099	10 - 12
State Fairpark, Grand Building 155 North 1000 West Salt Lake City UT 84110 Lat: 40°46'19.94"N Lng: 111°55'15.97"W	Alternate site to hold DTS staff in the event the State Office Building is not usable. Facility has 2 floors of about 13,500 sq feet of open space. Tables and chairs are available on site. Communicatio n ability is minimum but DTS would install wireless devices upon setup.. Communicatio n equipment and Internet and Wireless connectivity is available.	10 - 12	Yes	Facility is managed by Utah State Firpark facilites group.Contact information is Kelly West 801 538-8441 or 801 538-8400 www.utahstatefairpark.com .	200-250
State Fairpark, Wasatch Building 155 North 1000 West Salt Lake City UT 84110	Alternate State office building to hold DTS staff in the event SOB is unavailable. DTS office was previously	2 - 4	Yes	Facility is managed by Utah State Firpark facilites group.Contact information is Kelly West 801 538-8441 or 801 538-8400	10 - 12

Lat: 40°46'19.94"N Lng: 111°55'15.97"W	used as a wirring warehouse. Communicatio n equipment and Internet and Wireless connectivity is available.			www.utahstatefairpark.com	
Employee Tele-working from home address	Most DTS employees have accessability through personal or agency issued equipment to work from home. VPN and security protocals are in place.	1	Yes	Employees would work out of their home and utilize issued cell phones or personal ones.	1

Salt Lake Data Center

Located at State Capitol Complex Room 1000

Salt Lake City, Utah 84111

Lat: 40°46'45.43"N 801 538-3889

Long: 111°53'17.18"W **cell # 801 815-6587**

The building was built in 1987 on the Capitol Campus just north of the State Office Building. DTS has been actively upgrading the facilities to provide the State of Utah with Tier 3 or better Data Centers as we have embarked upon our server consolidation efforts.

The Salt Lake Data Center is a 21,794 sq foot single floor building with 10,985 sq. feet of machine room space. DTS is currently housing 682 physical servers, with over 1900 when counting virtual servers. We are at approximately 45% of floor and power capacity. We also house 755 TB of SAN storage and over 1.5 PB of storage (petabytes has 15 zeros) utilized by all Utah Executive branch agency applications such as Public Safety, Tax Commission, Health and Human Services, Unemployment Insurance, Alcohol Beverage Control, state email systems and over 964 online services and 12 million pages of content in the Utah Web domains offering services to the citizens of Utah.

We are able to achieve Tier 3+ status based upon solid infrastructure designs and good people working under disciplined approaches.

We have dual IP connections coming into the center from UEN and a public provider.
We have triple redundant power with Rocky Mountain Power, Capitol Campus power generators and DTS has two 750kw diesel powered units of our own that are tested monthly.
We have over 20,000 gallons of diesel fuel that will last over 4 weeks in continuous operations mode.
We also have dual redundant (4 UPS, 2 300kVA, 2 225kVA) units and 2 Battery units that are rated at between 30-60 minutes to cover us during failover to generator power.

In FY12 we installed a redundant cooling system based on evaporative cooling tower and forced air to augment our current computer room air conditioning (CRAC) units. This will allow us to meet the requirements of the Tier 4 Data Centers for alternative cooling.

Richfield Data Center

350 S. 900 W. (Snow College/Richfield Campus)
Richfield, Utah 84701 801 538-1188
Lat: 38 degrees, 45'46.71" N, local # 435 896-2460
Long: 112 degrees 6'6.45 W

Building: The building in was built in 1996 on the then future site of Snow College campus/Richfield
The Richfield data center provides hosting services many State Agencies, as well as for 15 quasi State Agencies, and we will soon be adding Salt Lake County as a new customer. The Richfield Data Center is a 11,977 sq foot single floor building with 6, 286 sq. feet of machine room space. DTS is currently housing 63 physical servers, 35 virtual servers as well as many storage and network devices. The floor space in the machine room is at approximately 60% capacity, and the UPS power we are at approximately 65% capacity. DTS has been actively upgrading both facilities to provide the State of Utah with Tier 3 or better Data Centers as we have embarked upon our consolidation efforts. We are able to achieve Tier 3+ status based upon solid infrastructure designs and good people working under disciplined approaches.

- **Storage:** DTS is currently using IBM Tivoli Storage Manager 6.x to backup/archive server data. TSM is configured in such a way as to store data on disk and physical tape. The data in these environments is replicated between like arrays in the Salt Lake and Richfield datacenters. Some of the data is de-duplicated, meaning multiple copies of a file may exist on a server however only a single copy is stored which significantly increases the efficiency of disk usage, improves backup/archive times and increases replication speed rates. The Main Frame and Open systems share a SUN SLT8500 tape library in both Salt Lake and Richfield. This tape environment is primarily used for long-term archives and backup of test/development servers. The replicated data in Richfield provides an off-site copy of all files that are backed up or archived in the TSM environment. Networking and the Richfield Data Center

- **Networking:** The Richfield Data Center is a key network hub for the State of Utah network. It is second in importance to the network hub at the State Office Building (StOB). The Richfield site provides an alternate geographically dispersed connection to the Internet. This is essential in maintaining a connection to the world if there were a catastrophic event affecting Salt Lake area.

The Richfield data center has a primary connection to the Salt Lake data center provided by CenturyLink(Qwest) on their Geo-Max service. This service was acquired in partnership with the Utah Education Network (UEN) which made the service much more affordable. Currently this connection is providing a 1Gigabit Ethernet connection between the data centers. Within the next month, a second Gigabit link will be added to provide addition capacity and redundancy using this same service and at no additional cost to the State. The secondary connection between the data centers is provided by State microwave system. This system is setup as a four node ring providing 155Megabits of

bandwidth in each direction. Each of the four nodes State Office Building, Calvin Rampton, Lake Mountain and Richfield have full access this ring which provides redundant paths to key resources if normal carrier services are down.

The network design and equipment for server hosting in the Richfield data Center is very similar to the Salt Lake data center but on a much smaller scale at his point. A highly redundant core switch and dual connected access switches in each rack row. This design helps to reduce the possibility of failure from a signal component. The hosting core switch is equipped with modules that allow server load balancing and firewalling.

- **Infrastructure:** We have redundant power with Rocky Mountain Power and our backup 900 kW diesel generator that is tested monthly. We have over 11,000 gallons of diesel fuel that will last 4 weeks in continuous operations mode. We also have one backup 300kVA UPS with 2 battery strings that are rated at 15- 20 minutes. The Richfield Center was designed to withstand an earthquake of 7.1 magnitude. All raised floor is seismic braced. Rows of cabinets are bolted together for added stability. The Richfield operations center is occupied and operations 24 hours per day 365 days per year. Security access is controlled by card key access and monitored by NETBOTZ cameras throughout the center. The HVAC systems provide redundant temperature and humidity control. Air-flow is managed by forced air through perforated floor tiles. All critical equipment is cabled in a redundant configuration to Power Distribution Units (PDUs) that conditions the power ensuring a steady power flow. There are five PDU units in the center.

BACKUP AND RECOVERY – ESSENTIAL RECORDS AND DATABASES

Organization/Division/Unit: DTS Enterprise Storage **Team: Storage**

Essential Function: Data storage (full product descriptions at http://dts.utah.gov/services/enterprise/index.html

DTS Data storage definition includes communication resources, critical applications, vital records, databases, process and functions as determined by individual agencies

DTS backs up most agency data on a Tivoli Storage Management System. There is a tape and hard drive backup. The data is saved every time an employee makes a change. The data is saved for 90 days. It is saved at the server in the Capitol data center and at the Richfield backup location.

All shared drives such as H and Y are backed up as well as each employee's personal drive, for example the F drive. If the data server(s) at the capitol were to be completely destroyed it is important to know that the data would be saved but it would take a couple of days to be able to access it. At that time, it would become the priority for DTS to gain access to that data. Most employees also perform many of their duties and have many of their documents shared in google drive, google mail and google calendar. Google has multiple redundant sites to save and backup that information.

DTS does not back up the google data.

Briefly describe storage services offered.	Briefly describe	Check all that apply.	How soon would you need to access the record during an event?
Backup & Restore Services from DTS.	DTS owns and maintains a backup and restore (disaster recovery) environment, using the combined resources of both the Salt Lake City and Richfield data centers, which are based upon the use of IBM's Tivoli Storage Manager (TSM) application (installed on numerous, specialized servers) that backs up and stores data on hard drives and tape devices located in both the Salt Lake City and Richfield data centers. This infrastructure insures that duplicate copies of data are stored in 2 geographically separated data centers. What this means is that if access to the data in one data center becomes unavailable, for whatever reason, the data is still accessible from the other (failover/DR) site.	☒ Protects heath, safety or property. ☒ **Necessary to resume /continue operations.** ☒ Statutory requirement to retain. ☐ **Would require massive resources to reconstruct.**	**Tier 1 = 24 – 48 hrs. Priority 1.** **Tier 2 = 7 - 28 days Priority 2.** **Tier 3 = 30 + days Priority 3.** **Contact is** **Elliott Levine** **801 859-2075** **Cell # 801 891-6911**

	This configuration provides for the daily backup of the data created by the various State of Utah agencies and entities with the assurance that the data will always be available during an infrastructure failure, due to hardware or acts of nature, at either of the Salt Lake City and Richfield data centers. These backup and recovery services are provided to State of Utah agencies and entities, for a fee, that is accessible by DTS, via appropriate connectivity, in either of the following ways: A. Servers hosted in the Salt Lake City or Richfield data centers. B. Servers with State of Utah WAN (wide area network) connectivity hosted at agency sites outside the Salt Lake City and Richfield data centers. Procedure: DTS, after discussing with the State agency/entity the following factors: -Type of data that needs to be backed up -Amount (size) of data to be backed up Will proceed with the following setup: 1. TSM client is installed, by DTS, on agency's/entity's system. 2. An initial full backup is performed of the subject data. 3. After the initial full backup is completed, then automatically, on a daily basis, an incremental backup will be performed. This incremental backup stores only changes made to the data since the last backup and permits for a quicker more efficient restore of all data should it be necessary. 4. The local System Administrator for the agency/entity will now have the ability to restore data, if the need arises, locally using the TSM client previously installed on the agency'/entity's device. 5. DTS staff is always available to provide assistance.		

SAN Storage from DTS	What is SAN storage: -A Storage Area Network (SAN) is an enterprise-level storage network of several (often, hundreds) of hard drives managed by an intelligent device providing block level data storage on a device(s) external to the server. DTS SAN storage provides: -Redundancy by providing protection for the data from equipment (server) failure since the data is stored on a device(s) external to the server and on a different network. -Due to its multiple levels of redundancy, it reduces the level of downtime associated with failures: -DTS SAN allows for multiple physical connections to disks from single or multiple servers. -Since storage is located on the SAN, a server failure can be recovered much faster. -DTS SAN devices have the ability to mirror the data on the disks to another location. This can make data safe if a disaster occurs. If a drive crashes, then your data is not lost. -Connectivity to this storage is provided through high speed Fiber Channel networks via host bus adapters (HBA) and is suitable for mission critical applications -All servers must be connected to the SAN with 2 Fiber Channel ports configured for fault tolerance redundancy. -LUNs can be configured in the following sizes: 59GB, 100GB, 250GB, 500GB, 750GB, 1TB, 1.5TB and 2TB	☒ Protects heath, safety or property. ☒ **Necessary to resume /continue operations.** ☒ Statutory requirement to retain. ☐ **Would require massive resources to reconstruct.**	**Tier 1 = 24 – 48 hrs. Priority 1.** **Tier 2 = 7 - 28 days Priority 2.** **Tier 3 = 30 + days Priority 3.** **Contact is** **Elliott Levine** **801 859-2075** **Cell # 801 891-6911**
Disk Storage – Mainframe from DTS	DTS owns and maintains Mainframe Disk Storage environments at the State's Salt Lake and Richfield data centers using state of the art disk storage media. This storage is for State agencies and other government entities requiring high availability, reliability, high speed access, and the ability to handle large amounts of I/O for their critical business data. **Mainframe Disk Storage is allocated by the customer agency using standard mainframe**	☒ Protects heath, safety or property. ☒ **Necessary to resume /continue operations.** ☒ Statutory requirement to retain. ☐ **Would require massive resources to reconstruct.**	**Tier 1 = 24 – 48 hours Priority 1.** **Tier 2 = 7 - 28 days** **Priority 2.** **Tier 3 = 30 +** **Days Priority 3.**

	methods and practices. Storage Allocation is automatically managed through Data Facility Storage Management Subsystem (DFSMS) using Automatic Class Selection (ACS) routines customized by DET storage Administrators for the individual Agency's needs.		**Contact is** **Paul Poppell** **801 538-3330** **Cell # 304 539-7974**
Mainframe Tape from DTS	DTS owns and maintains tape environments at the State's Salt Lake City and Richfield data centers. The mainframe tape environments provide storage at a lower cost than online disk storage for data that does not require the high performance requirements of online disk. The tape environment can also be used for backup and restore services for business resumption of data stored on mainframe disk. This environment includes virtual tape (CA-VTape) and physical tape configurations. Out-of-Area tape creation and removal is available for customers requiring the ability to send tapes to or receive tapes from another facility or offsite storage. DET provides automated remote backup and restore processing and vaulting between the Salt Lake City and Richfield data centers. The DET tape environment includes automated data migration/compression (called Migration Level 1 – "ML1") and a second level process to migrate and compress data from disk to tape (called Migration Level 2 –"ML2"). DET provides automated remote backup/restore processing and vaulting between the Salt Lake City and Richfield data centers.	☒ Protects heath, safety or property. ☒ **Necessary to resume /continue operations.** ☒ Statutory requirement to retain. ☐ **Would require massive resources to reconstruct.**	**Tier 1 = 24 – 48 hours priority 1.** **Tier 2 = 7 - 28 days priority 2.** **Tier 3 = 30 + Days Priority 3.** **Contact is** **Paul Poppell** **801 538-3330** **Cell # 304 539-7974**

Agency: Utah Board of Pardons

http://bop.utah.gov/

Agency DTS contacts by Environment: Campus C

Title	Name	Phone #	Cell #
IT Director	Bryan Kasteler	801 545-5508	801 514-6309
Campus Manager	Aaron Jeter	801 965-2568	801 819-6477
Network Engineer	Tim King	801 965-4935	801 707-9257
Hosting Supv	Adam Sorensen	801 957-8574	801 641-2909
Desktop Supv	Jeff Curtis	801 576-7435	801 750-6261
DTS Help Desk	Greg Casey	801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
Dept of Corrections	https://enterprise.sungard.com/	Dean Kelshaw dkelshaw@utah.gov

Agency: Department of Alcoholic Beverage Control

http://abc.utah.gov/

COOP/DR Agency Information

Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

Tier I Systems – Critical Systems availability within 24 – 48 hours
Tier II Systems – Essential Systems availability within 7 – 28 days
Tier III Systems – Non Essential Systems availability within after 30 days
and IV Systems – No Recovery efforts and resources will not be provided to recover

see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus D

Title	Name	Phone #	Cell #
IT Director	Chris Christensen	801 977-6833	801 652-2579
Campus Manager	Tim Cornia		801 652-3230
Network Mgr	Andy Fabrizio		801 834-2093
Hosting Supv	Donny Ford		801 706-2582
Desktop Supv	Lynn McCrary	801 538-5426	801 971-2064
Hosting On-call		801 558-1939	
DTS Help Desk	Cheri Oldham	801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
DABC Sungard IT Plan Rvsd 2015.01.pdf	Agency Plans Attachment D - DABC	Kevin Perry 801 668-5849
	https://enterprise.sungard.com/	

Agency: Department of Agriculture and Food

http://ag.utah.gov/

COOP/DR Agency Information

Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

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Tier II Systems – Essential Systems availability within 7 – 28 days
Tier III Systems – Non Essential Systems availability within after 30 days
and IV Systems – No Recovery efforts and resources will not be provided to recover

see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus D

Title	Name	Phone #	Cell #
IT Director	Bill Boudreau	801 538-7244	801 865-2435
Campus Manager	Tim Cornia		801 652-3230
Network Mgr	Andy Fabrizio		801 834-2093
Hosting Supv	Donny Ford		801 706-2582
Desktop Supv	Lynn McCrary	801 538-5426	801 971-2064
Hosting On-call		801 558-1939	
DTS Help Desk	Cheri Oldham	801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
AGR DR Plan	Sungard software	Chris Crnich 801 538-7109 ccrinch@utah.go
	https://enterprise.sungard.com/	

Agency: Department of Administrative Services

COOP/DR Agency Information

Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

Tier I Systems – Critical Systems availability within 24 – 48 hours
Tier II Systems – Essential Systems availability within 7 – 28 days
Tier III Systems – Non Essential Systems availability within after 30 days
and IV Systems – No Recovery efforts and resources will not be provided to recover

see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus CAPITOL

Title	Name	Phone #	Cell #
IT Director	Scott Wollford	801 538-3862	801 707-4942
Campus Manager	Pete Freeman	801 538-9767	801 580-2747
Network Mgr	Paul Kearsley	801 538-9514	801 514-3141
Hosting Supv	Dale Hicks	801 538-3417	801 809-2878
Desktop Supv	Troy Barton		801 541-1239
DTS Help Desk		801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
N/A		Priscilla Anderson **phanderson@utah.gov**
	https://enterprise.sungard.com/	

Agency: Department of Environmental Quality
http://www.deq.utah.gov/

COOP/DR Agency Information
Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

Tier I Systems – Critical Systems availability within 24 – 48 hours
Tier II Systems – Essential Systems availability within 7 – 28 days
Tier III Systems – Non Essential Systems availability within after 30 days
and IV Systems – No Recovery efforts and resources will not be provided to recover

see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus B

Title	Name	Phone #	Cell #
IT Director	Bill Boudreau	801 538-7244	801 865-2435
Campus Manager	Dallas DiFrancesco	801 297-2710	801 557-2710
Network Supv	Robert Ryan	801 297-2751	801 232-8520
Hosting Supv	Cordell Measells	801 297-2713	801 230-0643
Desktop Mgr	Bill Crowther	435 538-4497	801 860-4675
DTS Help Desk		801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
N/A		Diane Hernandez dhernandez@utah.gov
	https://enterprise.sungard.com/	

Agency: Department of Financial Institutions

http://www.dfi.utah.gov/

COOP/DR Agency Information

Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

Tier I Systems – Critical Systems availability within 24 – 48 hours
Tier II Systems – Essential Systems availability within 7 – 28 days
Tier III Systems – Non Essential Systems availability within after 30 days
and IV Systems – No Recovery efforts and resources will not be provided to recover

see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus A

Title	Name	Phone #	Cell #
IT Director	Bruce Stewart	801 538-8856	801 205-6270
Campus Manager	Steve Taylor	801 526-9798	385 321-7500
Network Supv	Dave Sedei	801 536-9260	
Hosting Supv	Chris Kunde		801 514-2154
Desktop Supv			
DTS Help Desk		801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
N/A		Eva Rees 801 538-8834 erees@utah.gov
	https://enterprise.sungard.com/	

Agency: Department of Heritage and Arts

http://heritage.utah.gov/

COOP/DR Agency Information

Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

Tier I Systems – Critical Systems availability within 24 – 48 hours
Tier II Systems – Essential Systems availability within 7 – 28 days
Tier III Systems – Non Essential Systems availability within after 30 days
and IV Systems – No Recovery efforts and resources will not be provided to recover

see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus A

Title	Name	Phone #	Cell #
IT Director	Amie Hughes		801 520-8241
Campus Manager	Steve Taylor	801 526-9798	385 321-7500
Network Supv	Dave Sedei	801 536-9260	
Hosting Supv	Chris Kunde		801 514-2154
Desktop Supv			
DTS Help Desk		801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
N/A		Tim Beardall tbeardall@utah.gov
	https://enterprise.sungard.com/	

Agency: Department of Human Resource Management
http://www.dhrm.utah.gov/

COOP/DR Agency Information
Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

Tier I Systems – Critical Systems availability within 24 – 48 hours
Tier II Systems – Essential Systems availability within 7 – 28 days
Tier III Systems – Non Essential Systems availability within after 30 days
and IV Systems – No Recovery efforts and resources will not be provided to recover

see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus CAPITOL

Title	Name	Phone #	Cell #
IT Director	Scott Wolford	801 538-3862	801 707-4942
Campus Manager	Pete Freeman	801 538-9767	801 580-2747
Network Mgr	Paul Kearsley	801 538-9514	801 514-3141
Hosting Supv	Dale Hicks	801 538-3417	801 809-2878
Desktop Supv	Troy Barton		801 541-1239
DTS Help Desk		801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
N/A		Angela Kula 801 538-3060 akula@utah.gov
	https://enterprise.sungard.com/	

Agency: Department of Human Services

http://www.dhs.utah.gov/

COOP/DR Agency Information

Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

Tier I Systems – Critical Systems availability within 24 – 48 hours
Tier II Systems – Essential Systems availability within 7 – 28 days
Tier III Systems – Non Essential Systems availability within after 30 days
and IV Systems – No Recovery efforts and resources will not be provided to recover

see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus B

Title	Name	Phone #	Cell #
IT Director	Tricia Cox	801 538-4024	801 503-8618
Campus Manager	Dallas DiFrancesco	801 297-2710	801 557-2710
Network Supv	Robert Ryan	801 297-2751	801 232-8520
Hosting Supv	Cordell Measells	801 297-2713	801 230-0643
Desktop Mgr	Bill Crowther	801 538-4497	801 860-4675
DTS Help Desk		801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
N/A		Tyson Walker tysonwalker@utah.gov
	https://enterprise.sungard.com/	

Agency: Department of Natural Resources

http://naturalresources.utah.gov/

COOP/DR Agency Information

Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

Tier I Systems – Critical Systems availability within 24 – 48 hours
Tier II Systems – Essential Systems availability within 7 – 28 days
Tier III Systems – Non Essential Systems availability within after 30 days
and IV Systems – No Recovery efforts and resources will not be provided to recover

see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus D

Title	Name	Phone #	Cell #
IT Director	Bill Boudreau	801 538-7244	801 865-2435
Campus Manager	Tim Cornia		801 652-3230
Network Mgr	Andy Fabrizio		801 834-2093
Hosting Supv	Donny Ford		801 706-2582
Desktop Supv	Lynn McCrary	801 538-5426	801 971-2064
Hosting On-call		801 558-1939	
DTS Help Desk	Cheri Oldham	801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
NA		Sid Groll 801 538-4882 sidgroll@utah.gov
	https://enterprise.sungard.com/	

Agency: Department of Commerce

http://www.commerce.utah.gov/

COOP/DR Agency Information

Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

Tier I Systems – Critical Systems availability within 24 – 48 hours
Tier II Systems – Essential Systems availability within 7 – 28 days
Tier III Systems – Non Essential Systems availability within after 30 days
and IV Systems – No Recovery efforts and resources will not be provided to recover

see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus A

Title	Name	Phone #	Cell #
IT Director	Rick Leimbach	801 530-6688	801 550-3955
Campus Manager	Steve Taylor	801 526-9798	385 321-7500
Network Supv	Dave Sedei	801 536-9260	
Hosting Supv	Chris Kunde		801 514-2154
Desktop Supv			
DTS Help Desk		801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
N/A		Tom Brady 801 530-6610 tbrady@utah.gov
	https://enterprise.sungard.com/	

Agency: Department of Health

http://www.health.utah.gov/

COOP/DR Agency Information

Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

Tier I Systems – Critical Systems availability within 24 – 48 hours
Tier II Systems – Essential Systems availability within 7 – 28 days
Tier III Systems – Non Essential Systems availability within after 30 days
and IV Systems – No Recovery efforts and resources will not be provided to recover

see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus D

Title	Name	Phone #	Cell #
IT Director	Greg Mead	801 538-7244	801 258-1578
Campus Manager	Tim Cornia		801 652-3230
Network Mgr	Andy Fabrizio		801 834-2093
Hosting Supv	Donny Ford		801 706-2582
Desktop Supv	Lynn McCrary	801 538-5426	801 971-2064
Hosting On-call		801 558-1939	
DTS Help Desk	Cheri Oldham	801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
NA		Mindy Colling 801 273-6657 mindycolling@utah.gov
	https://enterprise.sungard.com/	

Agency: Department of Public Safety

http://publicsafety.utah.gov/

COOP/DR Agency Information

Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

Tier I Systems – Critical Systems availability within 24 – 48 hours
Tier II Systems – Essential Systems availability within 7 – 28 days
Tier III Systems – Non Essential Systems availability within after 30 days
and IV Systems – No Recovery efforts and resources will not be provided to recover

see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus C

Title	Name	Phone #	Cell #
IT Director	Mike Sadler		801 673-5811
Campus Manager	Aaron Jeter	801 965-2568	801 819-6477
Network Supv	Dave Miller	801 957-8611	801 244-3651
Hosting Supv	Adam Sorensen	801 957-8574	801 641-2909
Desktop Supv	Ralph Judd	801 652-5184	801 652-5184
DTS Help Desk	Greg Casey	801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
N/A		Sherry McCusker 801 965-3831 smccusker@utah.gov
	DEM/COOP site https://sites.google.com/site/continuityworkinggrouputah/home	Susan Thomas 801 538-3400 C 801 889-6964 susanmthomas@utah.gov
	https://enterprise.sungard.com/	

Agency: Department of Workforce Services

http://jobs.utah.gov/

COOP/DR Agency Information

Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

Tier I Systems – Critical Systems availability within 24 – 48 hours
Tier II Systems – Essential Systems availability within 7 – 28 days
Tier III Systems – Non Essential Systems availability within after 30 days
and IV Systems – No Recovery efforts and resources will not be provided to recover

see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus A

Title	Name	Phone #	Cell #
IT Director	Mark Schultz	801 526-9312	801 580-5311
Campus Manager	Steve Taylor	801 526-9798	385 321-7500
Network Supv	Dave Sedei	801 536-9260	
Hosting Supv	Chris Kunde		801 514-2154
Desktop Supv			
DTS Help Desk		801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
N/A		Cory Moss 801 526-9969 cmoss@utah.gov
		Raymond Caldwell 801 526-4365 rcaldw@utah.gov
	https://enterprise.sungard.com/	

Agency: Governors's Office of Economic Development

http://business.utah.gov/

COOP/DR Agency Information

Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

Tier I Systems – Critical Systems availability within 24 – 48 hours
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Tier III Systems – Non Essential Systems availability within after 30 days
and IV Systems – No Recovery efforts and resources will not be provided to recover

see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus A

Title	Name	Phone #	Cell #
IT Director	Amie Hughes		801 520-8241
Campus Manager	Steve Taylor	801 526-9798	385 321-7500
Network Supv	Dave Sedei	801 536-9260	
Hosting Supv	Chris Kunde		801 514-2154
Desktop Supv			
DTS Help Desk		801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
N/A		Cliff Strachan 801 652-4063 cstrachan@utah.gov
	https://enterprise.sungard.com/	

Agency: Governors's Office

http://www.utah.gov/governor/

COOP/DR Agency Information

Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

Tier I Systems – Critical Systems availability within 24 – 48 hours
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see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus A

Title	Name	Phone #	Cell #
IT Director	Scott Wollford	801 538-3862	801 707-4942
Campus Manager	Pete Freeman	801 538-9767	801 580-2747
Network Supv	Paul Kearsley	801 538-9514	801 514-3141
Hosting Supv	Dale Hicks	801 538-3417	801 809-2878
Desktop Supv	Troy Barton		801 541-1239
DTS Help Desk		801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
N/A		Cliff Strachan 801 652-4063 cstrachan@utah.gov
	https://enterprise.sungard.com/	

Agency: Public Service Commision

http://www.psc.utah.gov/

COOP/DR Agency Information

Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

Tier I Systems – Critical Systems availability within 24 – 48 hours
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see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus A

Title	Name	Phone #	Cell #
IT Director	Rick Leimbach	801 530-6688	801 550-3955
Campus Manager	Steve Taylor	801 526-9798	385 321-7500
Network Supv	Dave Sedei	801 536-9260	
Hosting Supv	Chris Kunde		801 514-2154
Desktop Supv			
DTS Help Desk		801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
N/A		Gary Widerburg 801 530-6713 gwiderburg@utah.gov
		Darlene Cooper 801 530-6715 dcooper@utah.gov
	https://enterprise.sungard.com/	

Agency: Utah Department of Corrections

http://www.corrections.utah.gov/

COOP/DR Agency Information

Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

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see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus C

Title	Name	Phone #	Cell #
IT Director	Bryan Kasteler	801 545-5508	801 514-6309
Campus Manager	Aaron Jeter	801 965-2568	801 819-6477
Network Supv	Tim King	801 965-4935	
Hosting Supv	Adam Sorensen	801 957-8574	801 641-2909
Desktop Supv	Jeff Curtis	801 576-7435	801 750-6261
DTS Help Desk	Greg Casey	801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
N/A		Dean Kelshaw dkelshaw@utah.gov
	https://enterprise.sungard.com/	

Agency: Utah Department of Transportation

http://www.udot.utah.gov/main/

COOP/DR Agency Information

Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

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Tier III Systems – Non Essential Systems availability within after 30 days
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see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus C

Title	Name	Phone #	Cell #
IT Director	Dave Burton	801 965-4220	801 712-8643
Campus Manager	Aaron Jeter	801 965-2568	801 819-6477
Network Supv	Tim King	801 965-4935	801 707-9257
Hosting Supv	Adam Sorensen	801 957-8574	801 641-2909
Desktop Supv	Ralph Judd	801 965-4946	801 652-5184
DTS Help Desk	Greg Casey	801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
N/A		Joaquin Mixco 801 913-5703 jmixco@utah.gov
	https://enterprise.sungard.com/	

Agency: Utah Insurance Department

http://www.insurance.utah.gov/

COOP/DR Agency Information

Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

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see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus CAPITOL

Title	Name	Phone #	Cell #
IT Director	Amie Hughes		801 520-8241
Campus Manager	Pete Freeman	801 538-9767	801 580-2747
Network Mgr	Paul Kearsley	801 538-9514	801 514-3141
Hosting Supv	Dale Hicks	801 538-3417	801 809-2878
Desktop Supv	Troy Barton		801 541-1239
DTS Help Desk		801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
N/A		Meldee Love 801 537-9146 mrlove@utah.gov
		Tracy Klausmeier 801 538-3869 tklausmeier@utah.gov
	https://enterprise.sungard.com/	

Agency: Utah Labor Commision

http://laborcommission.utah.gov/index.html

COOP/DR Agency Information

Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

Tier I Systems – Critical Systems availability within 24 – 48 hours
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see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus A

Title	Name	Phone #	Cell #
IT Director	Rick Leimbach	801 530-6688	801 550-3955
Campus Manager	Steve Taylor	801 526-9798	385 321-7500
Network Supv	Dave Sedei	801 536-9260	
Hosting Supv	Chris Kunde		801 514-2154
Desktop Supv			
DTS Help Desk		801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
N/A		Dave Lamb 801 530-6818 C 801 419-3605 dlamb@utah.gov
	https://enterprise.sungard.com/	

Agency: Utah Tax Commission

http://tax.utah.gov/

COOP/DR Agency Information

Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

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see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus B

Title	Name	Phone #	Cell #
IT Director	Steve Coons	801 297-3875	801 750-7499
Campus Manager	Dallas DiFrancesco	801 297-2710	801 557-2710
Network Supv	Robert Ryan	801 297-2751	801 232-8520
Hosting Supv	Cordell Measells	801 297-2713	801 230-0643
Desktop Mgr	Bill Crowther	801 538-4497	801 860-4675
DTS Help Desk		801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
N/A		Scott Stevens sstevens@utah.gov
		Jeff Bawden 801 297-3874 jbawden@utah.gov
	https://enterprise.sungard.com/	

Agency: Utah Veterans http://veterans.utah.gov/

COOP/DR Agency Information

Applications sorted by Tiers – Source Utah Systems DTS Service-Now CI's Sec Applications

Tier I Systems – Critical Systems availability within 24 – 48 hours
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see Appendix C of this plan for Agency applications by Department for full details of each agencies application and their assigned tier level

Agency DTS contacts by Environment: Campus CAPITOL

Title	Name	Phone #	Cell #
IT Director	Amie Hughes		801 520-8241
Campus Manager	Pete Freeman	801 538-9767	801 580-2747
Network Mgr	Paul Kearsley	801 538-9514	801 514-3141
Hosting Supv	Dale Hicks	801 538-3417	801 809-2878
Desktop Supv	Troy Barton		801 541-1239
DTS Help Desk		801 538-3440	800-678-3400
SL Data Center		801 538-3889	801 815-6587
Richfield Data Center		801 538-1188	
Emergency Operations Center ESF-2		801 538-9795	

Agency COOP/DR documentation including DTS backup and recovery strategies and documentation:

Title	Files Link	POC
N/A		Kim Wixon 801 334-4329 jimbedingfield@utah.gov
		Jim Bedingfield 801 326-238 jimbedingfield@utah.gov
	https://enterprise.sungard.com/	

CONTINUITY OF OPERATIONS PLAN UPDATE / REVIEW LOG

Activity	Date			
PLAN Completion	9/15/2005			
Approval	**Title**	**Plan author**	**Title**	**Updates**
Stephen J. Fletcher	CIO	Marsha Dotson	IT Manager	yes

#1 Update	Date	Notes		
DTS DR/COOP Plan	12/1/2009	Complete rewrite		
Approval	**Title**	**Plan author**	**Title**	**Updates**
Stephen J. Fletcher	CIO	Russell Smith	IT Manager	yes

#2 Update	Date	Notes		
DTS DR/COOP Plan	1/27/2011	Format changes		
Approval	**Title**	**Plan author**	**Title**	**Updates**
Stephen J. Fletcher	CIO	Russell Smith	IT Manager	yes

#3 Update	Date	Notes		
DTS DR/COOP Plan	10/28/2011	Revised format and templates		
Approval	**Title**	**Plan author**	**Title**	**Updates**
Stephen J. Fletcher	CIO	Russell Smith	IT Manager	yes

#4 Update	Date	Notes		
DTS DR/COOP Plan	10/31/2012	Full update with personnel changes		
Approval	**Title**	**Plan author**	**Title**	**Updates**
Mark VanOrden	CIO	Russell Smith	IT Manager	yes

#5 Update	Date	Notes		
DTS DR/COOP Plan	05/29/2014	Full update with personnel changes		
Approval	**Title**	**Plan author**	**Title**	**Updates**
Mark VanOrden	CIO	Russell Smith	IT Manager	yes

#6 Update	Date	Notes		
DTS DR/COOP Plan	07/30/2015	Full update with personnel changes and templates		
Approval	**Title**	**Plan author**	**Title**	**Updates**
Mark VanOrden	CIO	Russell Smith	IT Manager	yes

#7 Update	Date	Notes		
Approval	**Title**	**Plan author**	**Title**	**Updates**

#8 Update	Date	Notes		
Approval	**Title**	**Plan author**	**Title**	**Updates**

Continuity of Operations Plan Exercise log

#1 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
DTS Call tree exercise	1/18/2012	1/18/2012	yes	no
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**
Stephen J Fletcher	CIO	Russell Smith	6/15/2012	yes

#2 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
Utah shake Out 2012	4/17/2012	4/19/2012	yes	no
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**
Stephen J Fletcher	CIO	Russell Smith	6/15/2012	yes

#3 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
Utah Shake Out 2013	4/18/2013	4/18/2013	yes	no
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**
Mark VanOrden	CIO	Russell Smith	6/15/2013	yes

#4 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
UII F5 upgrade failover to Richfield	9/16/2013	9/16/2013	yes	no
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**
Russell Smith	COOP/DR	Ryan Ireland	6/15/2014	yes

#5 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
DHS SAFE Failover Test	2/15/14	2/15/14	yes	no
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**
Russell Smith	COOP/DR	Brad Loveland	6/15/2014	yes

#6 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
SLC Data Center firedrill and System Test	4/10/2014	4/10/2014	yes	no
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**
Russell Smith	COOP/DR	Heidi Rollins	6/15/2014	yes

#7 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
Utah Shake Out 2014	4/17/2014	4/17/2014	yes	no
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**
Mark VanOrden	CIO	Russell Smith	6/15/2014	yes

# 8 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
DTS Campus Table Top Exercise (Rebuilding Hosting environments)	4/15/2014	4/15/2015	yes	no
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**
Russell smith	COOP/DR	Laron Taggart, Steve Taylor, Dallas Difrancesco, Aaron Jeter, Jim Howard	6/15/2014	yes

# 9 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
CPU 3 operational for ORS in Richfield data center	7/1/14	7/1/2014	yes	no
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**
Russell Smith	COOP/DR	Kelly Sharp	6/26/2015	yes

# 10 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
UII roll to Richfield CHG1182	8/8/2014	8/8/2014	yes	no
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**
Russell Smith	COOP/DR	Russell Smith	6/26/15	yes

# 11 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
DPS UCJIS roll to Richfield CHG1045	8/10/14	8/10/14	yes	no
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**
Russell Smith	COOP/DR	Mike Sadler	6/26/15	yes

# 12 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
Mainframe roll to Richfield for DOH and DHS CHG1687	9/3/14	9/3/14	yes	no
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**

Russell Smith	COOP/DR	Kelly Sharp, Gene Riggs	6/26/15	yes

# 13 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
DPS No notice earthquake exercise roll UCJIS to Richfield	9/29/14	9/29/14	yes	no
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**
Russell Smith	COOP/DR	Phil Bates	6/26/2015	yes

# 14 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
DPS UCJIS roll to Richfield CHG3063	1/19/15	1/19/15	yes	no
# 15 Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**
Russell Smith	COOP/DR	Mike Sadler	6/15/2013	yes

# 16 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
UII roll to Richfield CHG3306	1/30/2015	1/30/2015	yes	no
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**
Russell Smith	COOP/DR	Russell Smith	6/26/15	yes

# 17 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
CPU 3 operational for ORS in Richfield data center	3/19/2015	3/19/2015	yes	no
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**
Russell Smith	COOP/DR	Kelly Sharp	6/26/2015	yes

# 18 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
Utah Shake Out 2015	4/16/2015	4/16/2015	yes	no
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**
Mark VanOrden	CIO	Russell Smith	6/15/2014	yes

# 19 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
Utah Shake Out 2015 Table Top Exercise with FEMA	5/20/2015	5/20/2015	yes	no
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**
Mark VanOrden	CIO	Russell Smith Matt Peters	6/26/15	yes

# 20 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
DPS UCJIS roll to Richfield CHG5033	6/18/2015	6/18/2015	yes	no
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**
Russell Smith	COOP/DR	Mike Sadler	6/15/2013	yes

# 21 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**

# 22 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**

# 23 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**

# 24 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**

# 25 Name	Scheduled Date	Exercise Date	Objectives met	Changes needed
Approval	**Title**	**Exercise Coordinator**	**Added to log**	**Updates**

Appendix

A. DTS Capitol Campus Phone List, Last Name June 2015
B. DTS Employee Cell Phones Last Name June 2015
C. Agency Applications by Department June 2015
D. DTS Data Center Inventory SLC June 2015
E. DTS Data Center Inventory Richfield June 2015
F. DTS ORG Chart eGUIDE pt 1 CIO Mark V.
G. DTS ORG Chart eGUIDE pt 2 CTO Ken P.
H. UEN Backbone Comm Link for Utah
I. DTS Management & Campus Managers