

**Department of Information Services
August, 2011 Outage
Lessons Learned**

On August 21, 2011, the Department of Information Services experienced a complete power loss in the Office Building 2 Data Center (OB2 DC). The reasons for this are detailed elsewhere. The purpose of this document is to detail the lessons learned during the recovery process, to identify improvements that will be made as a result, and to provide updates on the progress made.

Issue Revealed	Action Item	Progress
<p>1. Although the OB2 DC was already running on backup power, a massive 'ground fault' on the Campus utility feed affected its electrical systems.</p>	<p>Consolidated Technical Services (CTS), will work with General Administration (GA) to identify any mitigation possible for this type of event in the future.</p>	<p>CTS has engaged an Electrical Engineering Consultant to do an assessment of OB2. A report is expected by the end of the year.</p> <p>They will then perform an assessment of the SDC.</p> <p>GA is simultaneously doing an assessment on the campus power grid.</p> <p>The resulting reports will be reconciled to identify action items going forward.</p>
<p>2. DIS had not exercised an Incident Command Structure to include the optional Command Staff components. In an event of this magnitude, a Public Information Officer and Liaison Officer would have been of value.</p>	<p>CTS will appoint a Business Continuity (BC) Manager position to replace the one that is transitioning to the Department of Enterprise Services (DES).</p> <p>The BC Manager will be tasked with adopting and tailoring National Incident Management System (NIMS) precepts to CTS' needs, and ensure that all in the agency become educated and practiced accordingly.</p> <p>This will be made part of CTS' Continuity of Operations Plan (COOP).</p>	<p>CTS has identified Jason Beers as the combined Business Continuity/Disaster Recovery (BC/DR) Service Owner. He is reviewing the old DIS COOP, and related documents, preparatory to the creation of the CTS COOP.</p> <p>The CTS COOP will be developed in line with the NIMS precepts.</p>

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<p>3. Since the OB2 DC had backup power provisions, DIS had not developed on-site recovery procedures. Consequently, the recovery process was not as efficient as it potentially could have been.</p>	<p>CTS will build both on-site and off-site recovery into its new 'utility' service offerings.</p> <p>CTS will work to develop Service Recovery Plans for all services. These will be applicable to both on-site and off-site recovery.</p>	<p>The Exchange 2010 email project has been deployed with a continuity solution in Olympia, and a recovery solution in Spokane.</p> <p>Continuity and recoverability have been identified as a requirement for the new 'cloud' service offering under development.</p> <p>See previous item for progress of COOP.</p>
<p>4. DIS' two primary communications methods, telephone and email, were affected by the outage. Although phone service via an alternate location was established within hours, email service was not resumed until the next day. Alternative communication methods need to be explored.</p>	<p>CTS will continue to use the Service Desk as the communication hub, and will continue to update internal and external contact information at regular intervals.</p> <p>The Service Desk will be tasked to implement diversification of communication methods</p>	<p>In addition to online storage, CTS has now placed CDs and printed copies of call-back contact information and instructions in separate locations.</p> <p>CTS has acquired and deployed an 'out of band' notification solution to be used during 'Major Incidents'. It has a special contact list and procedure for 'disaster-level' notifications.</p> <p>The CTS 'out of band' notification solution requires the domain name of the carrier and cell phone #. Customers can designate a personal or state-issued cell.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Verizon: ###-###-####@vtext.com • T-Mobile: ###-###-####@tmomail.net

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<p>5. Some of the documentation needed by technicians working to restore systems was unavailable due to the outage. This documentation needs to be maintained and made available in multiple forms and locations.</p>	<p>CTS will continue to primarily use electronic storage for recovery-related documentation, but will implement diversification of location and types of storage.</p>	<p>As part of the Service Recovery Plans, each Service Owner will be tasked to provide for needed documentation (processes, vendor manuals, etc) in more than one format and location.</p>
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