



# UW Technology

Proposal for  
Business Continuity  
Scoping Study

February 2009



# Agenda

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1. Problem & Risk Statements
2. Scoping Study Goal
3. Current Critical Operations
4. Current Redundancy & Diversity Status
5. Scoping Study Deliverables
6. Scoping Study Resource & Funding Needs
7. Scoping Study Time Line Estimate
8. Questions?

# Problem Statement

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- UW critical administrative applications maintained and operated by UW Technology and OIM are not fully redundant, nor geographically diverse.
- The knowledge to recover and restore UW critical administrative application infrastructure is not readily available and may be largely unknown.

# Risks

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- An operational disruption in the data center (e.g. water leak) has the potential to suspend mission-critical campus operations for several hours/days (e.g. student registration; building safety systems).
- A regional disaster could cause permanent loss of servers and some data and suspension of mission-critical operations for several days/weeks since all server-based applications and infrastructure (e.g. email) are located in the Puget Sound seismic zone.

## Scoping Study Goal

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Discover what we don't know and create a business continuity plan that describes the activities and costs involved to make all critical administrative applications operated by UW Technology and OIM redundant, geographically diverse, and recoverable.

# Current Mission-Critical Operations

## (Identified by UW Technology Unit Response Center)

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<b>Facilities</b>	<b>Network</b>	<b>Systems</b>	<b>Applications</b>
1. UW Technology Buildings	1. Medical Centers	1. Authentication, Authorization	1. Physical Plant, Safety Systems
2. Data Center Router Rooms	2. Campus Network voice, data	2. Communications Systems	2. HR/Payroll
3. Fiber, Copper Cable, Tunnels	3. Pacific NW Gigapop	3. Email	3. Academic, Student Services
	4. K-20 Network	4. Mainframe, database, storage, web servers, Application infrastructure	4. Financial Systems
	5. Wireless cellular, Wi-Fi	5. Monitoring Systems Trouble Ticket	5. Business Intelligence, EDW
		6. TV and Digital Media	6. Research Administrative Systems
			7. Alumni, Donor Systems

# Current Redundancy & Diversity Status

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Component	Data Center Redundant?*	Geographically Diverse?*
Unisys Mainframe	Yes	Yes
Mainframe Disk & Tape Storage	Yes	Yes
UW Network & Internet Peering Point	Yes	No
Authentication/Authorization	Yes	No
Administrative Applications Infrastructure (Windows, Unix, Unisys)	Partial	No
Web	Partial	No
Monitoring Systems	Partial	No
Email	No	No

\* Note: Will require manual intervention to fail over and/or recover.

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# Proposed Scoping Study Deliverables

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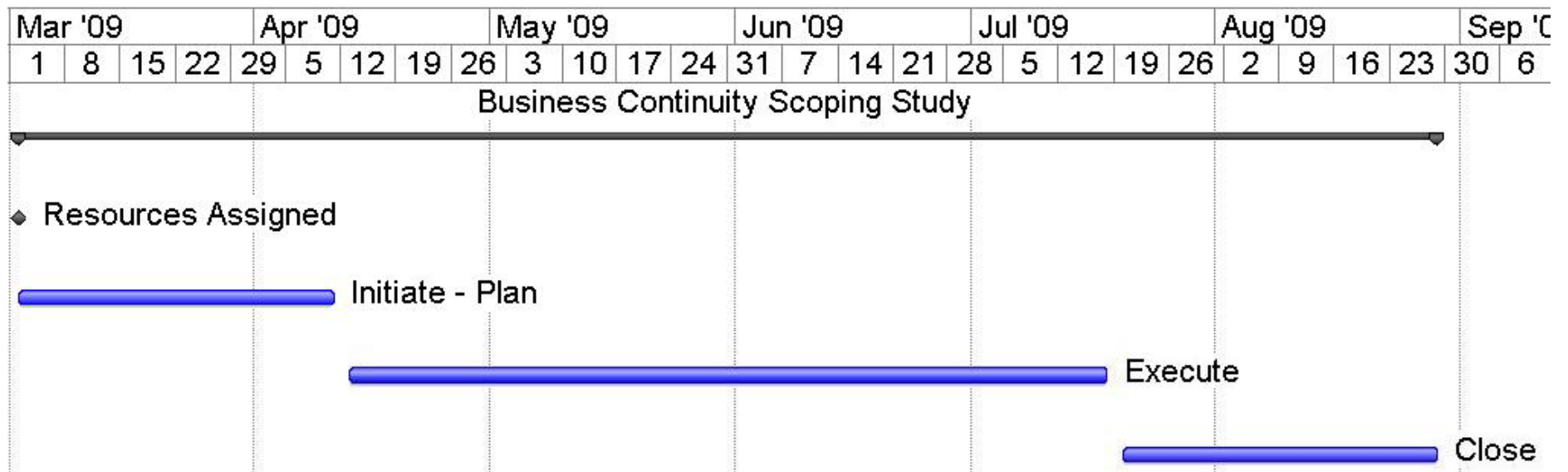
1. Identify & prioritize mission-critical administrative applications, and supporting infrastructure, applications, and business processes.
2. Identify risk tolerance/granularity of redundancy (service level).
3. Define management of redundant environments: tools, timing, operations, etc. Look for economies of scale to reduce time & resource demand.
4. Define geographic diversity between redundant components.
5. Create a deployment plan that includes costs, tasks, resource requirements, timing, and approach. Analyze threats and prioritize deployment deliverables based on risk, importance, probability, and impact.

# Scoping Study Resource & Funding Needs

Resource Needs	Effort Estimate (hours)	Backfill Cost
Business & Finance	50	No
Enterprise Platforms	200	No
Distributed Systems: Applications, Unix, & Windows Engineering, Identity & Access Mgmt	1000	\$90,000
Network Systems	100	No
Office of Information Management; Office of Research Information Services	200	No
Planning & Facilities	50	No
Program Management Office	200	No
UW Technology Services: Operations	100	No
Expert Business Continuity Project Manager	500	\$87,500
Business Partners*	?	?
Total	2400	\$177,500

\* Note: Will need access to and some time from key business partners.

# Scoping Study Time Line



# Questions?

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