



# SERVICE CONTINUITY MAINFRAME SERVICES

SCMS User Group Review: October 26, 2010





Office of  
Technology  
Services

# Agenda

- Welcome - Jack Sturges
- Introductions - All
- SCMS Project Update – Phil Ruehl
- Update of OSI-CWS Testing (OTech) – Robert Jenkins
- Update of OSI-CWS Testing (Customer) - Patti Barcena
- Differences between Operational Recovery and Disaster Recovery - Robert Jenkins
- SCMS Procedures - Phil Ruehl
- Q&As from September 21, SCMS User Group meeting - Megan Smith





# SCMS Project Update

- Created manual failover procedures for CWS
  - Includes Network, Storage, z/OS, CICS, DB2, and Product Support / Licenses
- Completed DR exercise for CWS
- Submitted proposed rates to Admin Group to create package for Finance then Technology Service Board (TSB)
- Submitted request for mainframe capacity
- **Key Risk:** Inability to fill vacant positions, and delays in purchasing may impact the schedule after the OSI CWS exercise



# SCMS Project Update - Schedule

Milestone	% Complete	Due	Estimated / Actual Completion Date
<b>1. CWS</b>	<b>52%</b>	<b>2/4/11</b>	<b>2/4/11</b>
a. Document procedure for manual failover	100%	10/4/10	10/21/10
b. Create OTech test plan	100%	10/4/10	10/4/10
c. OTech test for OSI CWS mainframe	100%	10/8/10	10/8/10
d. Customer exercise for CWS mainframe applications	100%	10/22/10	10/15/10
e. Create failover automation	0%	2/4/11	2/4/11
<b>2. SCMS Service Documentation and Rates Created</b>	<b>51%</b>	<b>11/29/10</b>	<b>11/29/10</b>
<b>3. Mainframe Procurement</b>	<b>61%</b>	<b>11/12/10</b>	<b>11/12/10</b>
<b>4. Mainframe Install and Control LPAR build</b>	<b>0%</b>	<b>1/11/11</b>	<b>1/11/11</b>
<b>5. SCO</b>	<b>0%</b>	<b>2Q2011</b>	<b>TBD</b>
a. Document procedure and test plan for manual failover	0%	1Q2011	12/15/10
b. OTech test for SCO mainframe	0%	1Q2011	TBD
c. Customer exercise for SCO mainframe applications	0%	1Q2011	TBD
d. Create failover automation	0%	2Q2011	TBD
<b>6. Vacaville Shared</b>	<b>0%</b>	<b>2Q2011</b>	<b>TBD</b>
<b>7. Gold Camp Shared (Triplex)</b>	<b>0%</b>	<b>2Q2011</b>	<b>TBD</b>
8. Update Service documentation	0%	2Q2011	TBD
9. Close	0%	3Q2011	TBD



# Update of OSI-CWS Testing

- Office of Technology Services:
  - Lessons Learned
  
- OSI-CWS
  - Lessons Learned



## Differences between Operational Recovery and Disaster Recovery

<b>Operational Recovery (OR)</b>	<b>Disaster Recovery (DR)</b>
1. Single or system failure due to hardware or software failure. Does not necessarily mean downtime – i.e. router failover.	1. Unavailability of primary critical systems due to a disaster, whether natural or man-made.
2. Fixing what failed and bringing hardware or software back online.	2. Ensuring that the systems and applications can be returned to full business usage.
3. Part of everyday operations.	3. Formal DR procedures for Declaration and Recovery.



# SCMS Procedures – OSI-CWS Manual Procedures

	Task	Owner	Approximate Time to Complete
<b>Failover (Exercise or Actual Disaster)</b>	1. Notify Service Desk that the DR (or DR exercise) is beginning and request an incident to create the DR mainframe environment.	OTech Business Continuity	5 Minutes
	2. Create the incident ticket and assign to Storage-Mainframe	Service Desk-Level 1	5 Minutes
	3. Clone the Business Continuity Volumes (BCVs) from the replicated copy of the DASD (R2 copy)	Storage-Mainframe	3 Hours
	4. DR LPAR setup <ul style="list-style-type: none"> <li>• DB2 setup</li> <li>• CICS setup</li> <li>• Start System Automation</li> </ul>	Mainframe OS Support DB2 Support CICS Support Mainframe OS Support	2 Hours
	5. Products / Software licensing	OTech Mainframe OS Services Support OTech Product Support	30 Minutes
	6. System Verification	All OTech Groups	2 Hours
	7. Handover to customer	OTech Business Continuity	5 Minutes
	<b>OTech Recovery Time</b>		



# Q & As from September 21

- See Questions and Answers Attachment



# **Future Agenda Items? Questions / Comments? Next Meeting November 30, 2010**

[http://www.dts.ca.gov/news\\_events/user\\_groups/scms.asp](http://www.dts.ca.gov/news_events/user_groups/scms.asp)