

PERS Disaster Recovery and Business Continuity Planning

**A presentation to
Joint Committee on
Information Management and Technology**

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February 12, 2016



HB 5034 (2015) Budget Note: Disaster Recovery Infrastructure Upgrades

“PERS is directed to conduct a detailed health check and risk assessment of the current state of its disaster recovery and business continuity environment, including the state of its current disaster recovery and business continuity plans.”

“PERS is to develop an associated prioritized action plan to correct all identified deficiencies and to ensure that its disaster recovery and business continuity plans are in alignment with state policies, standards, and guidelines. PERS is directed to report to the Joint Committee on Ways and Means during the Legislative session in 2016 with its findings and prioritized action plan.”

A report was submitted separately in response to this request.

Disaster Recovery Infrastructure Health Check and Risk Assessment

- **A discrete Business Continuity program area did not exist within the agency**
 - Statewide focus dropped in 2009 when the Enterprise Business Continuity Office was abolished and ISO 22301 was issued in May 2012.
 - As of July 1, 2015, Business Continuity now resides in the newly-established Risk and Security Section of the Compliance, Audit, and Risk Division. The one staff person dedicated to Business Continuity was transferred to this section and additional resources are being considered should funding be available.
 - PERS will develop a formal program with a charter and updated policies.

- **The current Business Continuity Plan (BCP) needs to be updated and refreshed**
 - The last comprehensive review and approval was in 2010. Since then, PERS has installed an Outcome-Based Management System and several changes have resulted that need to be incorporated into the plan.

Disaster Recovery Action Plan

Based on our initial analysis, the agency's efforts over the remainder of this biennium and the following will focus on the following priorities:

- **Identify high risk areas that need immediate attention**

We know from previous risk assessments and business impact analyses that the most critical business function for PERS is to process the monthly pension roll. We must ensure that the 130,000+ benefit recipients continue to receive their monthly payments in the event of a PERS business disruption. We are currently documenting the pension roll process and developing strategies to ensure these payments will continue without interruption. Another high risk needing immediate action is the system backup process. Systems were backed up weekly; however, at LFO's recommendation, backup tapes are now made daily and stored offsite.

- **Establish a discrete Business Continuity program**

One of the prerequisites to a BCP is to have a viable business continuity program lifecycle. We are currently reviewing business continuity management policies and developing a charter.

Disaster Recovery Action Plan (continued)

- **Determine and allocate adequate resources to maintain the BC program**
After the initial analysis determined that more extensive work would be needed to update the BCP, we are considering a limited-duration position to assist the business continuity analyst in putting a program in place and developing the plan.

- **Revise, test, and normalize a BCP in agency operations with an action plan (being developed over the balance of the biennium) to accomplish the following tasks to establish a robust BC program:**
 - Conduct a BC risk assessment and impact analysis;
 - Develop strategies to support various scenarios, such as alternate worksite strategy and loss of workforce plan;
 - Revise/develop the BCP, which includes sub-plans for incident response, crisis communication, business resumption, facilities management, and disaster recovery.
 - Develop a training and awareness program; and
 - Test, update, and audit the BCP.

Policy Package 105 (2015) Update

In support of the agency's efforts in bolstering its infrastructure to support disaster recovery and business continuity, we originally submitted Policy Package 105 in the 2015 regular session. The request was for \$1,581,200 to support the following activities:

- \$529,700 for the virtual desktop infrastructure build;
- \$170,500 for the single sign-on infrastructure build; and
- \$881,000 in capital outlays for DR/BC technology infrastructure.

This funding was approved, but unscheduled, pending agreement among CFO, LFO, and OSCIO. After further assessment and planning as prompted by the budget note, PERS submitted a request to have the \$881,000 rescheduled on January 15, 2016. At this time, we have not received a response to this request. If rescheduled, those funds will first be used to further develop the DR/BC program structure before any infrastructure purchases are considered, and only upon further engagement with CFO, LFO, and OSCIO.