UA OIT Disaster Recovery/Business Continuity Project

Introduction/Background

The need for disaster recovery (DR) / business continuity (BC) capabilities for the University of Alaska (UA) administrative computer systems has existed since the transition to computer-based business processing at UA. Alaska is vulnerable to power outages, earthquates and other disasters. Fiscal limitations prevented earlier efforts to establish a DR/BC site.

ACS Data Hosting Facility, Hillsboro, OR

Installed Equipment Racks with Security Enclosure

In 2009, **Alaska Communications Systems (ACS)** donated space in their data hosting facility in Hillsboro, OR (a suburb of Portland) to assist UA in establishing a DR/BC site. The five-year agreement, signed in December 2009, provides space, power, and network connectivity valued at $6.8 million. These resources enable UA to provide critical computing functions at all UA campuses throughout the state in the event of an interruption of services provided by the Butrovich Computer Facility (BCF) in Fairbanks. This gift provides UA its first opportunity to develop a remote DR/BC site for essential computing services. The Hillsboro site is operated as "lights out" which means no on-site staffing.

Project Overview

Phase 1 – Banner Disaster Recovery: Completed FY11

- ***Scope:*** Disaster recovery is the process of preparing for recovery or continuation after a disaster. Disaster recovery will involve a disruption while the service is being restored. This phase allows the Banner suite of business applications used at UA (Finance, Human Resources, Student Information, and Financial Aid) to continue to operate in the event of a disaster that would shut down the Butrovich Computer Facility.
- ***Target Time to Activate:*** 72 Hours (failover: manual).
- ***Timeline:*** Basic hardware and software installation completed January 31, 2011.

Phase 2 – Banner Business Continuity:

- ***Scope:*** Business continuity is the activity performed by an organization to ensure that critical business functions will be available to all entities that must have access to those functions with a shorter disruption in service.
- ***Target Time to Activate:*** 24 Hours (failover: semi-automatic).
- ***Timeline:*** To be completed by December 31, 2011 (target).

Phase 3 – Full Disaster Recovery/Business Continuity:

- ***Scope:*** Establish disaster recovery and business continuity for all key UA computing applications (not just Banner). Specifically, provide a seamless transition between the Butrovich Computer Facility and the disaster recovery site for these applications.
- ***Target Time to Activate:*** 0 Hours (failover: automatic; continuous operation).
- ***Timeline:*** To be completed by December 31, 2012 (target).

Total Project Cost:
$1,688,000 (estimated).

Cost Avoidance: $6,800,000. UA investment of less than $1M to date will accomplish core DR/BC options for the system worth approximately $7.8M).

Cost of Downtime per day:
$478,666 (calculated: total/per day; using FY10 data).

Estimated Loss Due to Downtime:

Phase 1: ~$1.4M
Phase 2: ~$0.4M
Phase 3: ~$0