

OFFICE OF THE CITY MANAGER NO. LTC# 084-2008

LETTER TO COMMISSION

TO:

Mayor Matti Herrera Bower and Members of the City Commission

FROM:

Jorge M. Gonzalez, City Manager For JMGS/Cuf

DATE:

March 14, 2008

SUBJECT: Major IT Systems Outage - Disaster Recovery Phase II (Server and Storage

Hardware Relocation)

The purpose of this LTC is to inform the Mayor and Commissioners about the implementation of Phase II of the City's Disaster Recovery Business Continuity project.

Starting on the evening of Friday 14MAR2008 @ approximately 7 PM (EST) and ending before start of business Monday 17MAR2008, the City IT department will commence the implementation of Phase II of the Disaster Recovery and Business Continuity project which will result in a major IT system outage to the following services:

- All City network drives will be offline and unavailable;
- All City Email and Web Mail will be offline and unavailable;
- Blackberry Service: Email and Calendaring will be offline and unavailable;
- There will be no access to City applications;
- The City Internet Site will be available; however, all Online Web Applications will not be available. A message will be posted to inform business and residents that the applications will not be functional during the specified timeframe above.

The following City applications will not be affected by the system outage:

PSCU (Public Safety Communications Unit) systems will be operational (CAD, RECORDS, TOW, MESSAGE CENTER, and TELESTAFF)

The planning and implementation of Phase II expands on the work performed in Phase I and includes the following:

- Relocating 15 additional Production application and database servers that are considered extremely critical to City operations;
- Relocating the City's Production SAN (Storage Area Network) and Backup and Recovery systems, which are also extremely critical to City operations as all of the City's critical data resides on this infrastructure.

The IT department over the course of the last two years has been instituting a coordinated strategy to provide a greater level of availability to all City departments; also, the City's constituents for critical City systems and data. To date, the IT department has implemented Phase I of the approved Disaster Recovery and Business Continuity strategy. This has allowed us to meet the City's requirements for operational continuity. The planning and implementation of Phase I included the following:

- Securing a floor space at the Network Access Point of Americas (NAP), which is a hardened CAT5 rated enterprise datacenter;
- Securing an Internet connection for citywide internet use via the NAP;
- Securing multiple Dark Fiber connections to the NAP from multiple City Facilities;
- · Relocating 16 Production application servers;
- Relocating all of the City's Internet and Intranet Web Servers to the NAP;
- Relocating the City's Email and Firewall Security devices to the NAP

JMG: PDW: GA

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