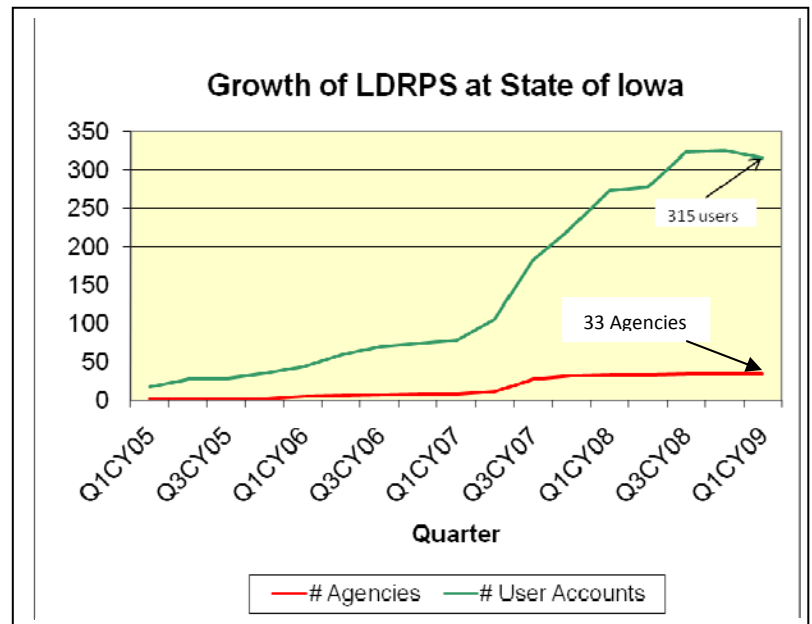


LDRPS (COOP/COG) Utility Proposal for the State of Iowa

In 2005 Governor Vilsack issued Executive Order 40, which ordered all executive branch agencies to prepare continuity of operations/continuity of government (COOP/COG) plans “to ensure the State’s ability to deliver essential services under any circumstance.” Recent disasters have shown the value of such continuity plans. For instance, federal and local government offices in Cedar Rapids had to relocate operations after flooding there in 2008. The recent threat of a pandemic has reminded us that staff levels could be reduced by as much as 40% for two or more weeks if a serious pandemic illness were to strike. Government needs a plan to continue its most essential function under such circumstances.

In 2005 state agencies completed their continuity plans using MS Word. Keeping the plans up-to-date in Word is a challenge. The Iowa Department of Human Services found a better method of storing and keeping their plans using the business continuity software LDRPS, which stands for Living Disaster Recovery Planning Systems. With IDHS’ successful implementation of the tool, other state agencies expressed an interest in LDRPS. After a detailed review and analysis of it by multiple state agencies, funding from the state’s IT Return On Investment (ROI) Program was secured to implement LDRPS as an enterprise-wide management tool for continuity planning. The growth of its use for continuity planning among state agencies is shown on the graph.



Features and Advantages of LDRPS

The features of LDRPS make it ideally suited for storing and maintaining continuity plans, and provide many advantages over storing plans in other formats, such as MS Word. A detailed description of many of the features and advantages of LDRPS is attached.

Funding LDRPS with a Utility

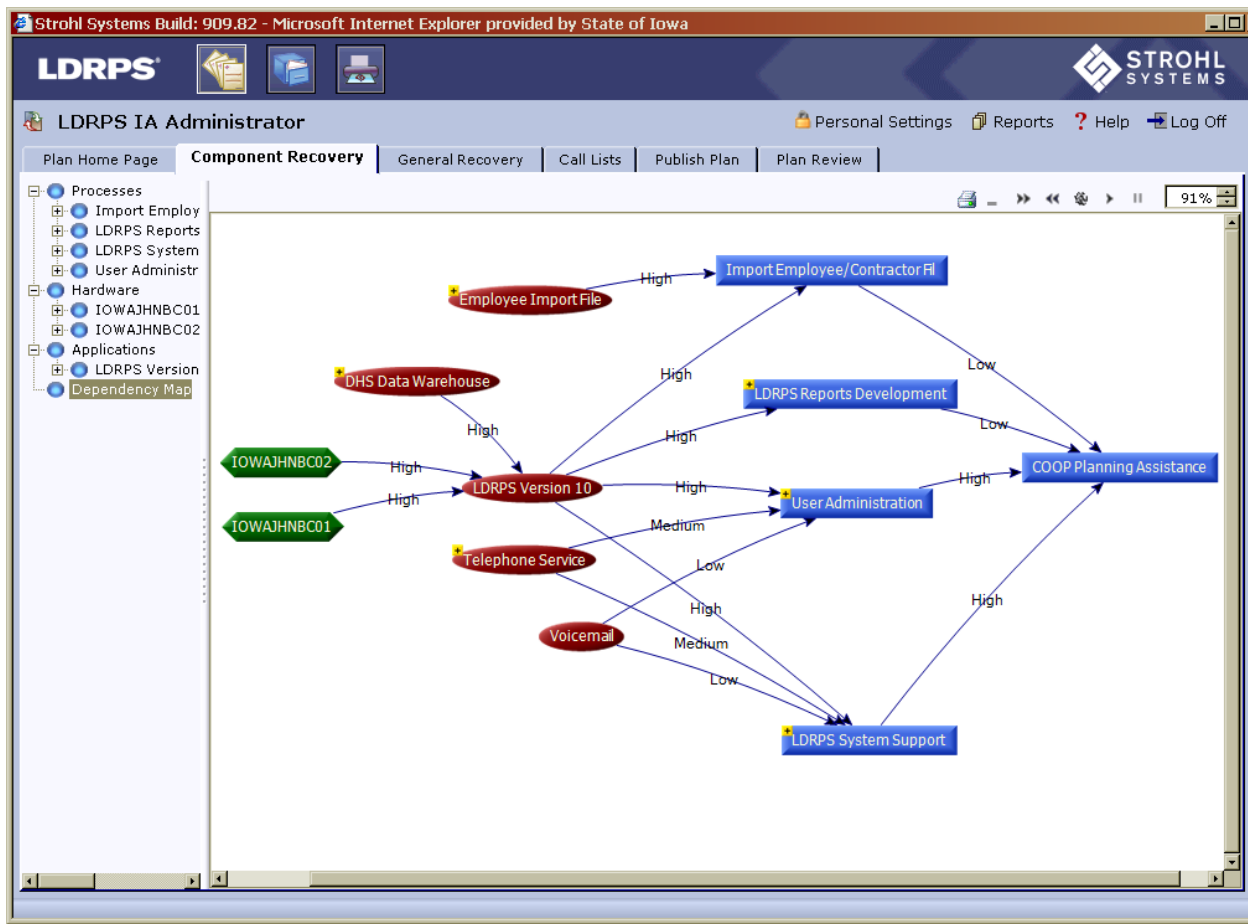
Initial enterprise-wide implementation of LDRPS proceeded with grant funds from the state’s ROI Program. These grant funds will run out and another source of funding is necessary to provide LDRPS and its administration for the long-term. Making LDRPS a utility would provide on-going funding to sustain the program. Such a COOP/LDRPS Office is needed to ensure continuity plans are developed in a consistent manner throughout the executive branch allowing interoperability and scalability, and adhere to generally accepted continuity planning standards. The COOP/LDRPS Office would provide LDRPS user and system administration, training and planning assistance. Most of the costs of the utility would be for salary and benefits for an administrator for LDRPS. Other costs include charges for hosting LDRPS infrastructure in DAS-ITE and minimal support for office operations. LDRPS license maintenance is already paid through the end of December 2011. Consequently, costs in FY2011 do not include LDRPS license fees and the total cost for that year is only about \$127,000. In subsequent years, LDRPS licensing costs must be included, and so the cost for FY 2012 is anticipated to be about \$163,000, which also takes into account inflation of 5%. Apportioning costs per employee, consistent with other utilities, the cost for FY2011 would be \$6.12 per employee for the year. In FY2012, costs would rise to \$7.89 per employee.

COOP/LDRPS Utility Budget

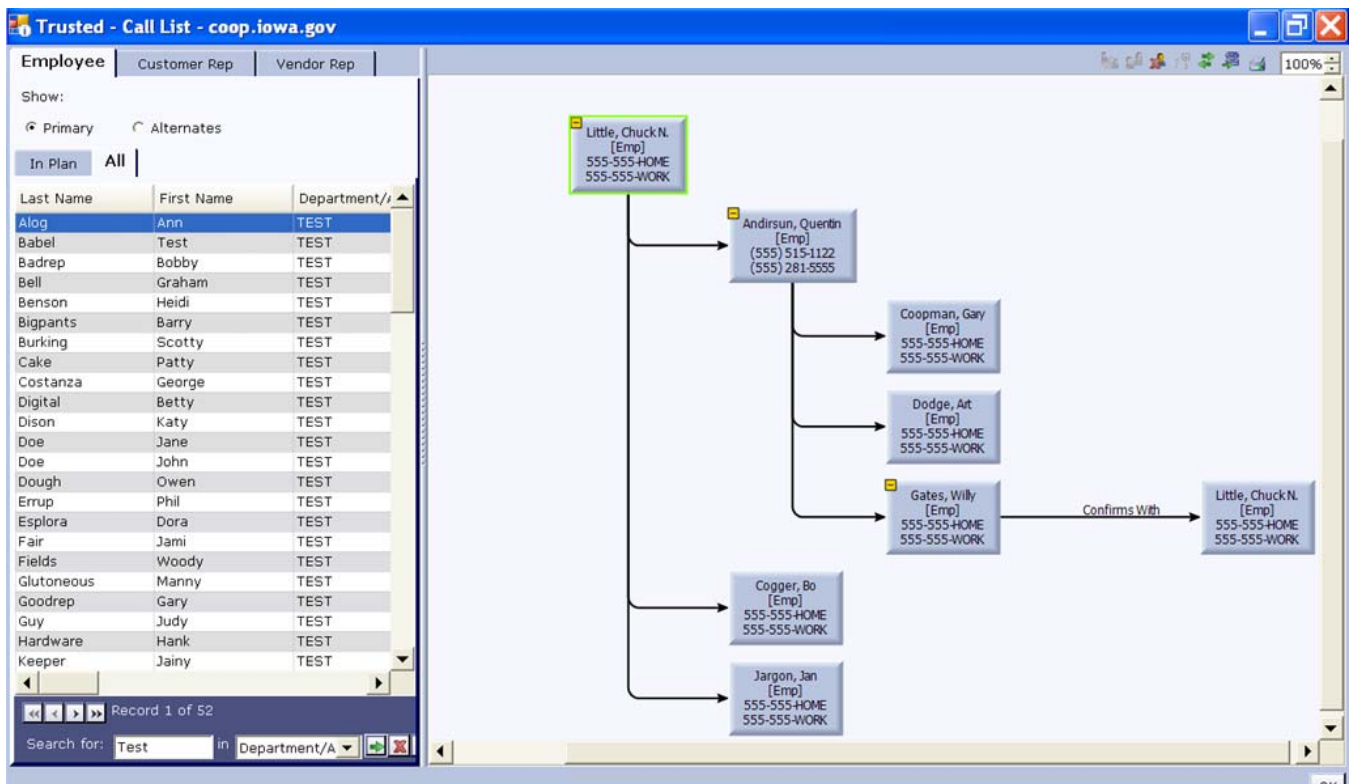
Annual Inflation factor:	5.0%	<u>Annual Cost</u>	
		<u>FY11</u>	<u>FY12</u>
LDRPS Administrator Salary and Benefits		\$107,100	\$112,455
Copier, printer, fax usage		\$500	\$525
Laptop (\$1500 including software, lic and maint fees)		\$300	\$315
I phone line		\$384	\$403
Office space on complex	= \$37.20 per sq. ft. X 64 sq.ft.	\$2,381	\$2,500
Complex office association cost (\$3.12 per sq ft)		\$200	\$210
Maintenance/custodial		\$960	\$1,008
Active Directory services		\$8.16	\$8.57
Email exchange account		\$156	\$164
Information security fee		\$14.45	\$15.17
LDRPS Annual License fees (24 total licenses)		\$0	\$28,985
Travel and Training		\$3,000	\$3,150
Web Server & Data Server Charges		\$5,600	\$5,880
<hr/>			
Contingency	5.0%	\$6,030	\$7,781
<hr/>			
Total Yearly Cost		\$126,633	\$163,399
Approximate # of Employees:	20,700		
Cost per employee charged to departments/agencies		\$6.12	\$7.89
Example department charges:			
Human Rights	55 employees	\$336.47	\$434.15
Administrative Services	384 employees	\$2,349.14	\$3,031.18

Features and Advantages of LDRPS

- All gathered supporting documentation can be kept in the same place and personnel can have access to the same version of documents at the same time.
- LDRPS is a web-based application, allowing remote access to plans and thereby increasing flexibility in the geographic extent of users.
- The same data that might be used by multiple divisions or departments does not have to be stored multiple times in multiple places. For instance, if several different agencies use a particular application that they must have up and running for their essential function, details about that application and how it is to be restored only have to be listed one time, and then the different divisions can select the application from a list and show that they need it to continue operations. Similarly, changes to equipment, software, vital records, teams, workstations, telecom and more would only need to be made once, regardless of how many times they are referred to in a plan. The relational database, which runs on SQL Server or Oracle, ensures that changes made just once will take effect throughout all references to the specific resource.
- LDRPS provides users with the ability to see which Processes, Applications and Hardware rely on others throughout the plan through the unique Dependency Map. This graphic representation makes planners aware of the relationships of these items, making it easy to avoid the chain effect caused by overlapping priorities. This also gives us the ability to see what applications, hardware, and business process are important to not just a single department, but multiple departments. The screen shot below shows a dependency map. Business processes are shown in rectangles, applications in ovals and hardware in hexagons.



- Security features of LDRPS make it possible to limit access to types of users so a particular user could only see certain features, data, or only what relates to the user's department or division. With plans kept in a word processor format (such as MS Word), each document would need to be protected individually, and once the password is entered, the user can see all the data within the document. With LDRPS, administrators are able to assign specific screens, plans, fields or record access to each user. For example, access to employee data for all employees could be given to one group of users, but another group of users could only access data on employees from just their own department.
- LDRPS contains a feature called Plan Navigator. The Plan Navigator is a guided interface that helps planners follow a logical and consistent sequence in building their plans. It provides valuable help text and step-by-step instructions, prompting users to enter the most relevant data to complete plans. The Plan Navigators can be used in their standard form or easily customized to suit any personal planning focus or standard.
- LDRPS provides over 200 reports that provide a foundation for the output of a plan. They can be used as is, or customized to change the appearance and content.
- With LDRPS, certain information or fields can be required while other fields can be designated as "recommended." This means that a plan won't be put into place with vital phone numbers, important contacts, or secondary locations missing, incomplete, or outdated. You decide what information is most important to maintain in your plans and enforce it by making it a required field.
- LDRPS also lets you build call lists, shown in the screen shot below, using an easy drag and drop method.



- Related Records enables you to find all occurrences of a record in LDRPS, and then be prompted to update your plans. For example, suppose you want to delete an employee. Related Records will find that employee and automatically replace him on the teams, plans, and call list with his replacement, or remove him outright. Essentially, it protects you from breaking other pieces of your plan when you delete a record.
- With LDRPS, you're able to deliver automatic e-mail notifications to planners who need the occasional reminder to update or complete their plans. With the LDRPS scheduling feature, you can also automatically update on a regular basis with an import, export or fresh printout.