

DENVER BOARD OF WATER COMMISSIONERS

Meeting Date: February 8, 2012

Board Item: V-E-3

**Contract Extension with Sands Enterprises, Inc for  
IT Disaster Recovery Project Management Services**  
(Contract 12824A)

---

Action by Consent

Action

Information

---

IT Disaster Recovery capabilities are imperative in order to resume business operations in the event of a disaster or an incident that damages or interrupts usability of Denver Water's primary IT systems.

Work to improve IT Disaster Recovery capabilities began in 2010, with the implementation of:

- Additional high speed network interconnections among Denver Water facilities
- Alternative telephone system failover capabilities
- Limited recovery of computer / information systems supporting functionality including:
  - customer service & billing (CC&B)
  - work & maintenance management (Maximo)
  - financial and human resources administration (JDE & PeopleSoft)

The IT Disaster Recovery project was launched in early 2011 with a target to be complete in 2014. The work in 2011 focused on developing process documentation and minimal systems implementation to satisfy a minimum recovery time objective of thirty days in the event that the majority of IT based systems and communications are disrupted at the Westside Campus. Additionally plans for a Business Impact Assessment (BIA) to prioritize all critical business processes, identify supporting systems and establish recovery time objectives for each were discussed at length. In April of 2011, it was determined that the IT DR requirements needed to include timely recovery of all production information systems and an appropriate IT DR implementation strategy should be based on full production data replication and alternate hosting capabilities. This determination eliminated the need for the development of the BIA. All other planned IT DR project work for 2011 has been completed, including the development of Information System Contingency Plans for the major components of the IT infrastructure.

Based on determination of the IT DR Strategy mentioned above (i.e. full production data replication and alternate hosting capabilities), the IT DR Implementation Plan was developed in 2011 and calls for:

- 1) Implementation of production data replication in 2012:
  - Denver Water's electronically stored production data will be replicated in real-time between the primary data-center located at the Westside campus and the alternate data-center.
  - Elimination of a single point of failure in the Administration Building by locating redundant networking equipment near Building 16.