

Staff Summary Report



Council Meeting Date:

5/28/2009

Agenda Item Number: _____

SUBJECT: Request approval of a sixteen-month software maintenance and support service agreement with the Arizona Supreme Court for the Tempe Municipal Court's new case management system.

DOCUMENT NAME: 20090528fsts06 (PURCHASES (1004-01))

COMMENTS: (#IT09-151-01) Total Cost shall not exceed \$166,000.

PREPARED BY: Ted Stallings, CPPB, Procurement Officer, 480-350-8617.

REVIEWED BY: Michael Greene, CPM, Central Sevices Administrator, 480-350-8516
Mark Stodola, City Court Manager, 480-350-8457
Gene Obis, Information Technology Manager, 480-350-8353

LEGAL REVIEW BY: Jenae Naumann, Assistant City Attorney, 480-350-8402

DEPARTMENT REVIEW BY: Jerry Hart, Financial Services Manager, 480-350-8505

FISCAL NOTE: Sufficient funds have been appropriated in cost center 4710 for the anticipated expenditure in the current fiscal year.

RECOMMENDATION: Approve the agreement.

ADDITIONAL INFO: Background Information

On May 4, 2009, the Tempe Municipal Court implemented the initial phase of a case and financial management system that was developed in partnership with the Arizona Supreme Court, Administrative Office of the Courts. This project marks the culmination of work that began more than five years ago. The new case management system is a replacement for the Tempe Municipal Court's aging legacy system that went into production in 1993.

This agreement provides for software application and Infrastructure support services for the Tempe Municipal Courts new case management system.

Service Level Agreement (SLA)
Between the Arizona Supreme Court, Administrative Office of the Courts,
Information Technology Division and the
Tempe Municipal Court, City of Tempe.

Contract No. 2009-

AGREED AND APPROVED this _____ day of May, 2009 is the agreement between the parties dated March 4, 2009.

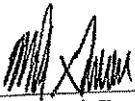
CITY OF TEMPE, ARIZONA

By: _____
Mayor

ATTEST:

City Clerk

APPROVED:



Central Services Administrator

APPROVED AS TO FORM:

City Attorney

Service Level Agreement (SLA)
for
Tempe Municipal Court
by
AOC Information Technology Division
Effective Date: March 4, 2009

Document Owner:	Paul Hrisho & Angel Bingham
Limited Jurisdiction Project Manager:	Adele May

Version

Version	Date	Revision / Description	Author

Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	[Title and/or Affiliation]	Approval Date
Karl Heckart	CIO AZ Supreme Court/ AOC	3-12-09
Louraine Arkfeld	Presiding Judge/Tempe Municipal Court	3/17/09
Gene Obis	Chief Information Officer/Tempe IT	3-4-09

Agreement Termination

Approvers	[Title and/or Affiliation]	Termination Approval Date
Louraine Arkfeld	Presiding Judge/Tempe Municipal Court	
Karl Heckart	CIO AZ Supreme Court/ AOC	

Subsequent Agreement Ref.:	None
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Administrative Office of the Courts Information Technology Division Service Level Agreement for Tempe Municipal Court

1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between the Arizona Supreme Court, Administrative Office of the Courts, Information Technology Division, herein referred to as "AOC/ITD" and Tempe Municipal Court, herein referred to as "Local Site". The signing of this document indicates agreement to its content, that it is valid, has achievable objectives, and represents the intent of the AOC, Information Technology Division to meet the system needs of the Local Site.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. Changes are recorded in the Amendments section of this Agreement and are effective upon mutual endorsement by parties.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by both parties. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals & Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Local Site by the AOC/ITD.

The goal of this Agreement is to obtain mutual agreement for IT service provision between the AOC/ITD and Local Site.

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the Local Site.
- Match perceptions of expected service provision with actual service support and delivery.

3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:

IT Service Provider(s): ITD/AOC ("Provider")
 IT Customer(s): Tempe Municipal Court ("Customer")

The following stakeholders are responsible for the deployment and ongoing support of this agreement:

Stakeholder	Title / Role	Contact Information
Angel Bingham	AOC Support Services Manager	abingham@courts.az.gov work: 602-452-3540 cell:
Paul Hrisho	Infrastructure Operations Manager	phrisho@courts.az.gov work: 602-452-3700, cell: 480-213-4873
Business hour contact	AOC Support Services	support@courts.az.gov work: 602-452-3519
After normal hours: Paul Hrisho	Infrastructure Operations Manager	phrisho@courts.az.gov work: 602-452-3700, cell: 480-213-4873
Mark Wittenburg	Network Operations Supervisor/Tempe IT	mark_wittenburg@tempe.gov work: 480-350-8237
Peter Shay	Systems Administration Supervisor/Tempe IT	peter_shay@tempe.gov work: 480-350-2021
Jim Cobin	DataCenter and Network Operations Supervisor/Tempe IT	jim_cobin@tempe.gov work: 480-350-8209 cell: 888-202-1430
Danny Pugh	Programmer/Tempe Municipal Court	danny_pugh@tempe.gov work: 480-858-2288 cell: 919-264-3263
Craig Erwin	Programmer/Tempe IT	craig_erwin@tempe.gov work: 480-350-8859 cell: 480-250-5486
Rick Rager	Deputy Court Manager/Tempe Municipal Court	rick_rager@tempe.gov work: 480-350-8252 cell: 480-296-3610

The following stakeholders are responsible for Local Site's administrative supervision; securing funding; additions, deletions and changes to the SLA; and primary contact for outages or changes to the system(s):

Stakeholder	Title / Role	Contact Information
Rick Rager	Deputy Court Manager/Tempe Municipal Court (securing funding for additions, deletions and changes to SLA)	rick_rager@tempe.gov work:480-350-8252 cell:480-296-3610
Mark Stodola	Court Manager/Tempe Municipal Court (securing funding for additions, deletions and changes to SLA)	mark_stodola@tempe.gov work: 480-350-8457 cell:602-402-0523
Mark Wittenburg	Network Operations Supervisor/Tempe IT	mark_wittenburg@tempe.gov work: 480-350-8237
Peter Shay	Systems Administration Supervisor/Tempe IT	peter_shay@tempe.gov work: 480-350-2021
Jim Cobin	Datacenter and Network Operations Supervisor/Tempe IT	jim_cobin@tempe.gov work:480-350-8209 cell:888-202-1430
Danny Pugh	Programmer/Tempe Municipal Court	danny_pugh@tempe.gov work: 480-858-2288 cell:919-264-3263
Craig Erwin	Programmer/Tempe IT	craig_erwin@tempe.gov work: 480-350-8859 cell: 480-250-5486

4. Service Environment

The following information provides detail on the users, tools, applications and/or other components supported by this SLA:

Number of End Users: # 90
 Number of End Devices: # 90
 Number of Concurrent Users: # 90
 Number of Registered Users: # 90

User Base Description:	Tempe Municipal Court users residing on the Tempe City Local Area Network routed to the Arizona Judicial Information Network over to subnets. The Tempe CMS consists of a Development environment
Supported Applications:	Windows Operating System, Microsoft SQL Server, AOC SQL Reporting Service and AOC Tivoli Storage Manager are the supported applications under this SLA
Infrastructure Services:	The infrastructure from Local Site to AOC/ITD will be three (3) T1 circuits with router to router Triple Data Encryption Standard (3DES) enabled. The circuits will be managed by Tempe city network. The AOC network group will place a switch and firewall at the entry point. Windows application servers will be connected to replicate SQL database servers. SQL Report servers will access only the Local Sites SQL databases. All storage will be local to the servers. All backup will be conducted by the AOC using Tivoli Storage Manager.
SLA Dependencies:	Tempe City Network commits to 24x7 support by calling 480-350-2900 for any and all emergencies. On call staff will contact you within half hour (30 minutes).

5. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Date of Termination**. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The AOC Support Services Manager ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Business Relationship Manager: Angel Bingham
Review Period: Annually
Previous Review Date: February 1, 2009
Next Review Date: March 1, 2010

This Agreement will be posted to the following location and will be made accessible to all stakeholders:

Document Location: <http://supreme22/support/sla.htm>

6. Termination

Either party may terminate this Agreement with the approval of the Administrative Director of the Courts.

Any termination will be effective on July 1. The terminating party must provide the other party written notice no later than the first day of April of the calendar year in which the termination will occur.

If either party terminates this Agreement, the Local Site agrees to transfer, at its sole expense, all AOC equipment, software and other materials to the AOC, or any other location designated by the AOC, within 30 days of the effective date of such termination.

The Local Site also agrees, at its sole expense, to move all Local Site equipment, software and other materials housed at the AOC back to the Local Site, within 30 days of the effective date of such termination.

The Local Site may retain an electronic copy of that site's data for the purpose of carrying on daily operations.

The parties acknowledge that this Agreement is subject to cancellation pursuant to A.R.S. §38-511.

7. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

7.1 Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Training required staff on appropriate service support tools.
- Appropriate notification to Customer for all scheduled maintenance.
- Facilitation of all service support activities involving incident, problem, change, release and configuration management.
- Appropriate notification to Customer for all unscheduled maintenance or outages.

7.2 Service Scope

The following services are covered by this Agreement; full descriptions, specifications and costs are outlined in the IT Service Catalog.

Reference No.	Service
1000	User Security & Account Management (for SSRS access)
1001	Incident Management
1002	Problem Management
1003	Change Management
1004	Configuration Management
1005	Release Management
2000	Infrastructure Operations Service
2001	Computer Center Environment
2002	Availability Management
2003	Computer Center Environment Monitoring
2004	Capacity Management
2005	Server and network monitoring
2006	Tivoli Storage Management Service
2009	Intrusion prevention and Security Risk Management
2105	Windows System Administration
2107	A clustered HP Server environment.
2108	A replicated HP Server environment
2200	Database Administration (DBA) General
2207	Database Administration (DBA) Microsoft SQL
2210	Replicated Microsoft SQL Server Database environment
2300	Network Administration General
2303	Access to state agencies from Arizona Judicial Information Network (AJIN)
5089	Microsoft SQL Report Service Environment

7.3 Service Out of Scope

The following services are not covered by this Agreement:

- The Tempe CMS application will be supported by Tempe Municipal Court staff.
- The circuit connections between the Tempe Municipal Court and the AOC will be managed and controlled by Tempe City Network.

7.4 Service Assumptions

Assumptions related to in-scope services and/or components include:

- Customer user base will remain within 15% of current staff levels.
- Funding for major upgrades will be provided by the Customer and treated as a project outside the scope of this Agreement.
- Changes to services will be communicated and documented to all stakeholders.
- All Tempe CMS application issues will be addressed by the Tempe Municipal Court staff. Once an incident is determined not to be an application issue, the local site will contact the AOC.

7.5 Security/Electronic Communications

- Local Site agrees to comply with established Arizona Judicial Department Electronic Communications Policy, Administrative Code 1-503, available on-line at: <http://supreme8/orders/admcode/pdfcurrentcode/1-503.pdf>. It is the responsibility of each user at Local Site to read and understand this policy.
- Each user at Local Site will sign and return to the AOC Support Center the Acknowledgement of User Policies located at <http://supreme22/support/forms.htm>
- Local Site agrees to comply with all data breach notification requirements established by Supreme Court administrative order pursuant to A.R.S. § 44-7501(K).

7.6 Reproduction

The software provided under this Agreement may not be copied or reprinted in whole or in substantial part, except, however, the Local Site may make additional copies of this software for back up and on-going support purposes. Local Site may copy documentation, as needed, for its own internal use.

8. Customer Requirements

The following are the responsibility of the Local Site in support of this Agreement:

- Adherence to any related policies, processes and procedures outlined in Appendix A: Related Policies, Processes and Procedures.
- Appropriate incidents and/or request prioritization as outlined in Section 9.5.
- Advanced scheduling of all service related requests and other special services with the Service Provider.
- Creation and maintenance of all required project documentation.
- Appropriate use of support toolsets as outlined in Appendix A: Related Policies, Process and Procedures.
- Payment for all service-related setup and/or configuration costs prior to service provision.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.
- Responsibility for responding to requests from the public submitted under Supreme Court Rule 123 for access to official court records for the Local Site.

9. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring, measurement and reporting of in-scope services and related components.

9.1 Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- 7:00 A.M. to 6:00 P.M. Arizona Time
- Monday - Friday, excluding state observed holidays.
- After normal hours will be covered by server monitoring and on call personnel.

Production Computing Environment

Customer Availability	7:00 a.m. to 6:00 p.m. Monday – Friday 7:00 am to 1:00 pm Saturday and Sunday Special Tempe City holiday: Cesar Chavez Recognition Day (March 31), Open on Columbus Day
Maintenance Window	3 rd Sunday of Every Month 10:00 p.m. to 6:00 a.m. Arizona Time
Automated Server Monitoring	24 x 7 365 days per year

Test Computing Environment

Customer Availability	7:00 a.m. to 6:00 p.m. Monday – Friday,
Maintenance Window	3 rd Sunday of Every Month 10:00 p.m. to 6:00 a.m.
Automated Server Monitoring	24 x 7 365 days per year

Development Computing Environment

Customer Availability	Monday to Friday, 7:00 a.m. to 6:00 p.m.
Maintenance Window	Arranged with customer as needed.
Automated Server Monitoring	NA

9.2 Availability Restrictions

This time should be avoided by the Service Provider when changes are required.

Local Site holds court on Saturday and Sunday from 7:00 a.m. to 1:00 p.m.

Local site holidays are different than state holidays. Cesar Chavez Recognition Day (March 31) and open on Columbus Day

9.3 Service Measurement

The following measurements will be established and maintained by the Service Provider to ensure optimal service provision to the Customer:

TEMPE CMS

Measurement	Definition	Performance Target
Application Tempe CMS Availability	Percentage of time Application is available outside of maintenance window.	97% to 98.5% access to the system calculated over 8760 hours per year. This correlates to 131 to 280 hours of downtime per year primarily during off prime work hours.
Client Response Time	Percentage of incidents resolved within target time by priority	95%
# of Unscheduled Outages	Number of outages during the Core Availability Time	Less than 5 of Unscheduled Outages per year.

SQL Reporting Services

Measurement	Definition	Performance Target
Application	Percentage of time application	97% to 98.5% access to the system calculated over 8760 hours per year.

SQL Reporting Services Availability	is available outside of maintenance window.	This correlates to 131 to 280 hours of downtime per year primarily during off prime work hours.
Client Response Time	Percentage of incidents resolved within target time by priority	95%
# of Unscheduled Outages	Number of outages during the core availability time	Less than 5 unscheduled outages per year.

9.4 Service Level Reporting

The Service Provider will supply the Local Site with the following reports on the intervals indicated:

Report Name	Interval	Recipient	Responsible
Application Availability Report	As requested	Business Manager	AOC Support Services Manager
Client Response Time Report	As requested	Business Manager	AOC Support Services Manager
Application Incident Report	As requested	Business Manager	AOC Support Services Manager

9.5 Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- Thirty (30) minutes (during business hours) for issues classified as **Critical**.
- One (1) hour (during business hours) for issues classified as **High** priority.
- Four (4) hours (during business hours) for issues classified as **Medium** priority.
- Eight (8) hours (during business hours) for issues classified as **Low** priority.
- Eight (8) hours (during business hours) for a general service request.

Refer to the service support policies, processes and related procedures for additional information in *Appendix A: Related Policies, Processes and Procedures* section.

Severity Code	Severity Description	Response to Customer	Resolution Timeframe
1 (Urgent)	The system, network or prime business application is inoperable for all users	Within 30 minutes of call and every hour until resolution	Eight hours (one business day)
2 (High)	The system, network or prime business application is	Within 1 hour of call and every two hours	Sixteen hours (two business days)

Medium	inoperable for one or more, but not all, users	until resolution	
	The user is experiencing a functional error; General information and/or training in a specific area is required; User Profile Requests	Within four (4) hours of call	Twenty four hours (three business days)
Low	The system is functioning according to design and problem can only be resolved by an application system modification, (these issues will need to be evaluated to determine prioritization and funding requirements); purchasing requests; special projects and consulting services	Within eight (8) hours of call	At least ten business days for purchasing requests; No specified time for enhancement requests or special projects as these will vary depending on scope, requirements and resources

9.6 Service Maintenance

All services and/or related components require regularly scheduled maintenance ("Maintenance Window") in order to meet established service levels. These activities will render systems and/or applications unavailable for normal user interaction for the following locations and timeframes:

Location(s): AOC Data Center
 Timeframe(s): 3rd Sunday, 10:00 p.m. to Monday, 6:00 a.m. Arizona Time

Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Begin	10:00 PM	0:00	0:00	0:00	0:00	0:00	0:00
End	0:00	6:00 AM	0:00	0:00	0:00	0:00	0:00

Appendix A: Associated Policies, Processes and Procedures

A.1 Change Management

Definition: Change management refers to any event that alters the existing state of a customer's production IT services, including software, hardware, networks and facilities.

Tool Requirements: BMC Remedy

Tool Link(s): http://supreme22/support/problem_reporting.htm

A.2 Release Management

Definition: Release management ensures that all the technical and non-technical aspects of a change or related groups of changes are coordinated and facilitated in a standard manner.

Tool Requirements: Visual Source Safe

Documentation: VSS on the E-Drive of the Courtnet Server in the following directory:
E:\Shared\SourceControl\TempeMuniDevelopment

A.3 Incident Management

Definition: Incident management refers to the process of managing unexpected operational events with the objective of returning service to customers as rapidly as possible.

Tool Requirements: BMC Remedy

Tool Link(s): http://supreme22/support/problem_reporting.htm

A.4 Problem Management

Definition: Problem management identifies the root cause of a single significant, multiple or reoccurring incident(s) to prevent further incident activity.

Tool Requirements: BMC Remedy

Tool Link(s): http://supreme22/support/problem_reporting.htm

A.5 Configuration Management

Definition: Configuration management identifies records and validates critical computing components and their relationships with other configured items, maintaining a virtual representation of the IT infrastructure.

Tool Requirements: BMC Remedy

Tool Link(s): http://supreme22/support/problem_reporting.htm

Appendix B: Cost

- The Local Site will designate the Primary Contact Person who will have authority to make additions, deletions and changes related to hardware and software listed on this appendix.
- The Local Site will receive a detailed invoice on the cost allocation. Amounts assessed to the Local Site for on-going costs shall be billed annually in July. They shall be payable within 30 days of receipt of invoice.
- The Local Site agrees to provide funding, equipment and resources for local electronic communications, which the Local Site may, with prior written notice and AOC approval, wish to establish with other local entities.
- The Local Site agrees to pay for all hardware and software required by the Local Site Application and Reporting Services.
- The Local Site agrees to pay for the following:
 - "On-going costs" for equipment maintenance, communication links, and application support as shown below or as amended under Appendix F.
 - All enhancements to the software.
 - All costs associated with courts growth which may include construction or move costs.
 - Any costs associated with accessing special services such as Westlaw or any similar account that the Local Site may opt to use.
 - All costs associated with equipment maintenance not covered under statewide maintenance agreements.
 - All costs associated with acquiring, installing and using additional equipment and the costs of replacing equipment, as needed
 - All costs associated with reconfiguring non-working equipment.

Breakdown of Hardware and Software					
Number of items	Item /Service	Item/Service cost	Total Initial Cost	Estimated On-going annual cost	Frequency
Tempe Purchases					
1	App Server for Prod Dual CPU Quad core	2,329.00	2,329.00	0	
1	App Server for Test Dual CPU Quad core	2,329.00	2,329.00	0	
2	SQL DB Server Prod and Replication Quad CPU Quad core	15,824.00	31648	0	
2	SQL DB Server Test and Replication Dual CPU Quad core	2,329.00	4658	0	
6	Windows Std 64 Bit	495.65	2973.9	0	
2	Windows Ent 64 Bit	1,525.22	3050.44	0	
12	Win SQL Std 64 Bit CPU based license	604.66	7255.92	0	

4	Win SQL Std 64 Bit CPU based license for SSIS	624.58	2498.32	0	
	Total		56,742.58		
Equipment Needed to Purchase					
1	Console switch	1000	1000	0	One Time Purchase funds needed in July 2009
1	Server Keyboard and Monitor	2300	2300	0	One Time Purchase funds needed in July 2009
	Total		3300		
Monitoring Backup, shared equipment and supply costs					
6	Active Virus Defense	10.39		62.32	Annual Maint Starting July 09
32 10 packs	TMS for Server CPU & Core based X50	590	18880	1888	Annual Maint Starting July 09
24 10 packs	TMS for DB CPU & Core Based X50	885	21240	4248	Annual Maint Starting July 09
Shared	SQL Reporting Server			2000	Annual Maint Starting July 09
Shared	SQL Reporting Catalog Server			2000	Annual Maint Starting July 09
320 10 packs	Tivoli Storage Manager for Server CPU & Core based X50	55.54	17772.8	1926.4	Annual Maint Starting July 09
240 10 packs	Tivoli Storage Manager for DB CPU & Core Based X50	106.61	25586.40	2675.52	Annual Maint Starting July 09
30 tapes	Tapes	40	1200	300	Annual Starting July 09
2	Cleaning tape	60	120	60	Annual Starting July 09
shared	Offsite LTO storage Container	96	96	96	Annual Starting July 09
shared	LTO Transport Container	37.8	37.8	37.8	Annual Starting July 09
shared	Daily Pick-up and Delivery	249.9	249.9	249.9	Annual Starting July 09
	Total		45,062.9	15,543.94	
1/3 of an FTE					
3/4	Administrator	45,000	45,000	45,000	Due March 2009
	Administrator ERE 35%	13500	15,750	15750	Due March 2009
	Total		60,750	60,750	

Appendix C: Business Continuity Management

Policy Statement

It shall be the policy of the Information Technology Division of the Administrative Office of the Courts to provide a comprehensive disaster recovery plan to protect its information assets, assure employee safety, and provide continued service to customers.

The plan will provide for the reestablishment of essential telecommunications and data processing services as well as priority electronic business systems to minimize the operational and fiscal impact of an unforeseen event.

Mission Statement

The Disaster Recovery Team is empowered to provide a process that assures the availability of essential ITD services designated as strategic business needs for the Administrative Office of the Courts.

Objectives

- Continue business operations that are dependent on the ITD's data center in order to maintain services for the courts, citizens and employees of the state of Arizona.
- Provide the ability to initiate restoration procedures of critical data processing and telecommunications capabilities within twelve hours following a declared disaster.
- Restore critical operating systems and telecommunications functions within twelve hours of receiving access to an alternate recovery center.
- Restore critical production applications within twelve hours after the availability of the operating and telecommunications functions.
- Achieve the above in a timely, efficient and cost effective manner.

Recovery Table

Process	Comments
<i>Server Backup</i>	
Daily a server's files are backups which allows for a Windows platforms to have a bare machine recovery capability.	Progressive Incremental
Specific Time Period	Sun - Sat 9:00 PM to 10:00 PM
Backups are stored in a hierarchy of offline storage	Yes
The number of versions kept.	28
The number of days to keep inactive versions	28 days
Recover Tapes are stored off-site.	Sent off every day Monday – Friday for
Specific Retention Time Period	28 days
<i>Data Backup</i>	
Data is replicated onto a different server	Yes
Logical log backup	Every hour on the half hour Mon – Fri Every two hours on the half hour Sat - Sun
Daily backups	Progressive Incremental
Specific Time Period	Sun - Sat 6:00 PM to 8:00 PM
Backups are stored in a hierarchy of offline storage	Yes
The number of versions kept.	28
The number of days to keep inactive versions	28 days
Recover Tapes are stored off-site.	Sent off every day Monday – Friday
Specific Retention Time Period	28 days

Appendix D: Amendments