

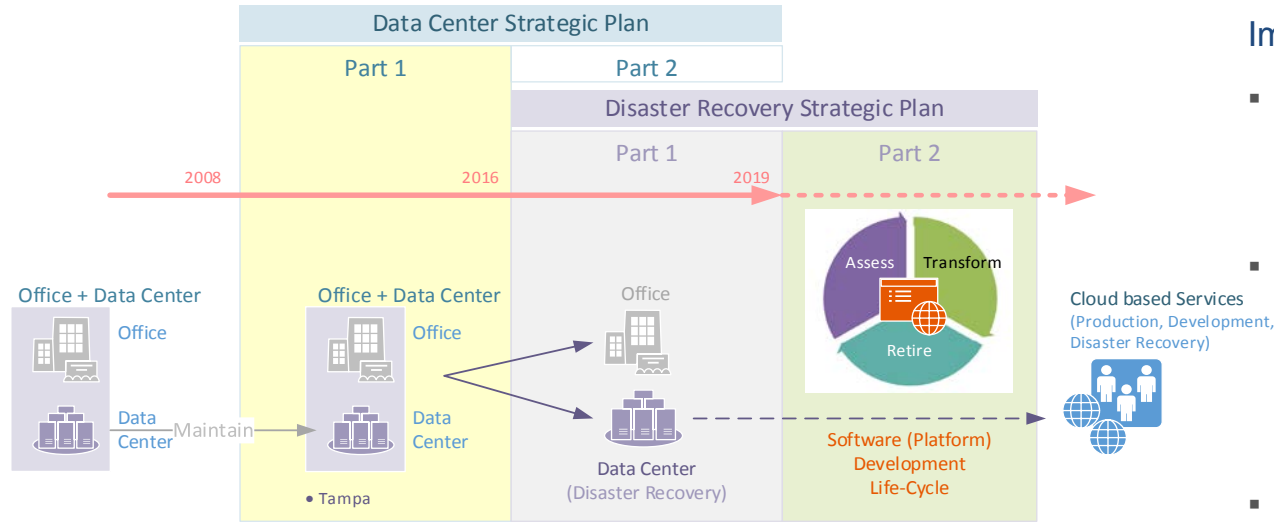
IT Disaster Recovery Services Program

2017 December BOG Update

v.20171109



IT Disaster Recovery Strategy Implementation



Implementation Goals

- Decouple data center operations from office facility operations, per the approved long term Data Center Strategy.
- Address known facilities risk of lease expiration in 2019 and plan to move data center operations from the Tampa office space to a purposed data center service location.
- Provide time for infrastructure refresh activities to coincide with planned data center move for a more effective ROI.
- Use Disaster Recovery exercise plans to validate service migrations from existing to new recovery site location.
- Allow legacy retirement and other new projects to consolidate and enhance applications prior to data center moves.

Activity	2016	2017	2018	2019	2020	20-x
P0 : Program Management	Program		Operational			
P1 : Data Center Services Procurement						
P2a : Disaster Recovery Infrastructure Refresh						
P2b : Disaster Recovery Services Build & Test						
P3 : Disaster Recovery Service Migration						
P4 : Data Center Decommission(s)						
P5 : Application Cloud Services (at opportunity)						

IT Disaster Recovery Services Program

Phase 1 – Data Center Procurement

- P1.1 - RFI Activity and Solution Requirements. [Completed]
- P1.2 – Contract Review & Discussions. [Completed]
- P1.2 – Data Center Procurement [Restarted – Q3-2017]

Output of 2016-2017 company budgeting activities requested suspension of procurement activities (Phase 1) of the program until Q3-2017. This suspension of procurement for colocation data center was determined to help manage organizational expenditures in 2017, with minimal risk to program objectives. As planned, this program has been restarted in Q3-2017 with rapid acceleration now related to *Tampa Real Estate Strategy* objectives. IT needs to migrate Disaster Recovery services from this location by mid-2018 for expected office relocation work to occur starting mid-2018.

Phase 2.1 – Data Center Build – Infrastructure Design

- P2.1 – Infrastructure Design

The technical design and planning work has restarted and is aligned with scheduled infrastructure refresh actions of 2018. Specific designs for future state disaster recovery and migration needs have been reassessed to coincide with 2017-2018 equipment end of life activity and data center facility requirements.

- P2.2 – Infrastructure Procurement

Infrastructure procurements associated with the program have resumed in Q3, to support revised migration planning efforts and 2018 budget.

IT Disaster Recovery Services Program

Review 2017

Winter Haven, Florida DR Data Center Proposed Space Option

- 22,000 sq/ft Hardened Data Center Space
- 115 Seat Business Continuity Center
- Specific Citizens' Data Center Suite/Cage
- **Tier 3/CAT 5 Reinforced**
- **168 Feet Above Sea Level**
- **160 Miles from Primary Data Center**
- SSAE16, CJIS, HIPPA, PCI Compliant
- **Outside Wind-Borne Debris Zone**



Connectivity

- Dual Homed Fiber Links
- Carrier Neutral – State of Florida Networks (#1 and #2) already in place
- Cloud and Storage Available

Power/HVAC/UPS

- Redundant Generators
- 10,000 Gallon Diesel Tank
- Redundant UPS
- Liebert CRAC

Security

- 30 DVR Motion Cameras
- Rolling 30 day retention
- Proxy Card (doors/elevator)
- Seven (7) Layers of Physical and Logical Security

IT Disaster Recovery Services Program

Review 2017

DSM Disaster Recovery - State of Florida Clients

- Department of Financial Services DFS
- Florida Department of Agriculture and Consumer Services (FDACS)
- Agency for Health Care Administration (AHCA)
- Executive Office of the Governor (EOG)
- Agency for Persons with Disabilities (APD)
- Department of Transportation (DOT)
- Department of Corrections (DOC)
- Agency for State Technology (AST)
- Highway Safety Motor Vehicle (HSMV)
- Office of Policy and Budget (OPB)
- Department of Economic Opportunity (DEO)
- Department of Children and Families (DCF)
- Department of Emergency Management (DEM)
- Division of Retirement



DSM is on the State of Florida preferred vendor contract for disaster recovery services and has numerous service offerings including multiple types of Cloud Solutions, Managed Service Solutions and Professional Services.

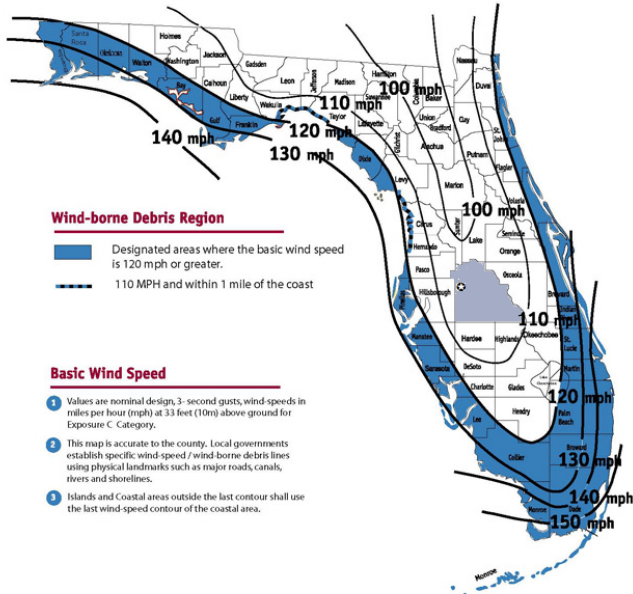
IT Disaster Recovery Services Program

Review 2017

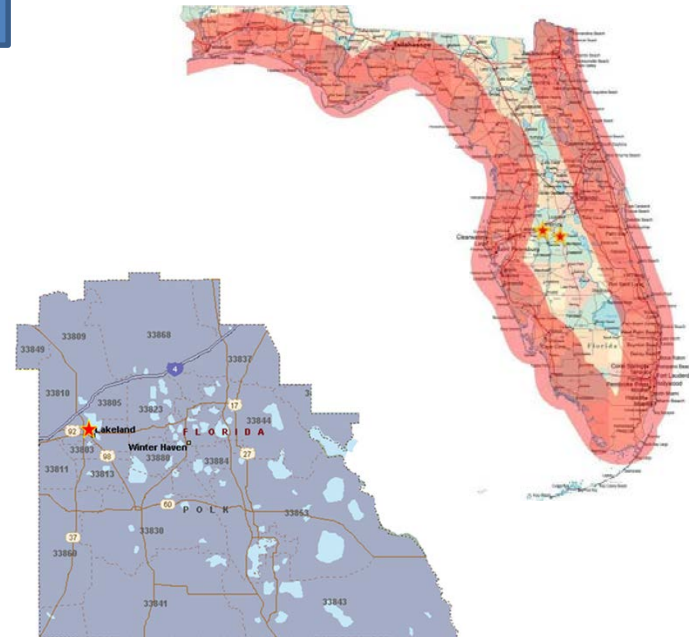
As Amended by Laws /HB 1A - 2007

State of Florida

Wind-Borne Debris Region



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IT Disaster Recovery Services Program

Review 2017

Costs for establishing Data Center colocation services with space for a divided private suite with required power and relocation of 16 racks of technology equipment from existing Tampa facility to Winter Haven Facility.

Primary Facility Contract Vehicle: State of Florida Disaster Recovery Contract #991-268-11-1

Description	Monthly	Yearly Ongoing	One Time 2018
Rent and Power	\$40,000	\$480,000	
Facility and Technology Space Buildout			\$200,000
Concurrent Network Costs (4 months)			\$80,000
Movement of Existing Technology Equipment: De-installation, Packaging, Transportation and Installation			\$200,000
Existing Data Center Decommissioning			\$100,000
Project Contingency			\$200,000
Total for Data Center Relocation – 2018		\$320,000	\$780,000
Total for Data Center Space and Power – 2019 and beyond – Per year		\$480,000	

Description			One Time 2018
End-of-Life Hardware Replacement (required even without Relocation)			\$1,489,000

IT Disaster Recovery Services Program

Review 2017

End of Brief