



PROJECT MONITORING MEMORANDUM

Date: June 1, 2018

To: Aditya Gavvala, V.P., IT Services and Delivery
Robert Sellers, V.P., Chief Technology Officer

From: Karen Wittlinger, IT Audit Director

Subject: IT Disaster Recovery Strategic Transition Program – Tampa Data Center Migration

Background

IT initiated a project to create the IT Disaster Recovery Transition Program to oversee several project initiatives with the objective that future decisions and interconnected projects should align with the strategy. One of the projects was to secure a new disaster recovery site due to the current Tampa facility lease implications as well as to investigate and obtain appropriate technologies that would better support the disaster recovery site plan. OIA was asked to participate in the project in an advisory role and has been monitoring the project due to the significant role the DR program has in risk management within the organization.

During the preparation for hurricane Irma in 2017, a decision was made to finalize the review of disaster recovery data center facilities due to the Tampa coastal risks associated with the storm. A suitable data center was located in central Florida that is utilized by several Florida government agencies. Research and discussions yielded positive information so that management was able to move forward with the backup facility.

A project team was formed in order to execute the migration in 2018, well ahead of the 2019 Tampa facility lease expiration as well as any potential significant 2018 storm activity. This team is comprised of individuals and managers from Project Portfolio Management and Standards, IT Infrastructure, Business Continuity/Disaster Recovery, Data Center, IT Security and Enterprise Architecture and IT Strategy.

Objective and Scope

The objective of our participation was to evaluate key project management processes and controls comprising the data center migration efforts. The scope included an assessment of the project governance structure including risk assessment and mitigation, data center access policies and procedures, team communications and administration as well as processes and plans developed to execute the move.

Results

Data Center migration is scheduled for July 2018 and will include network and infrastructure validation testing as infrastructure is installed. The CIS Suite and integrated applications will be tested over the following weeks to validate functionality.

Our assessment confirmed the project governance is operating well with an escalation path to mid-level and senior management and various levels of team meetings occurring regularly. Appropriate policies and procedures were created, updated and approved to align with new processes. A few additional tasks are scheduled for completion prior to migration and management is working on final plans and documents as follows:

- An approved detailed task plan that includes responsibility assignments, asset reconciliations, periodic status notices, and infrastructure testing
- Potential migration risks (single points of failure) and mitigation strategies
- Approved escalation process for the migration time frame

OIA will continue to monitor the project through the migration phase.

OIA would like to thank management and staff for their cooperation and professional courtesy throughout our participation in the project.

Distribution

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