



SUNGARD

STATE OF MICHIGAN

Customer
Success
Story

BRINGING RELIABILITY, RESILIENCY, AND RECOVERABILITY TO THE STATE OF MICHIGAN

CHALLENGE:

Today, Michigan has 17 State agencies, 5 critical mainframes, over 4,000 servers, 6 petabytes of data, 50,000 employees, and 6000 applications. In 2003, Michigan recognized that with no comprehensive business continuity/disaster recovery (BC/DR) plan in place, they were in a state of high vulnerability from both natural and manmade disasters.

SUNGARD SOLUTION:

By adopting a Business Continuity Framework and employing SunGard's Continuity Management Software (CMS) suite of products, the State of Michigan was able to develop a mature, comprehensive BC/DR solution: one that was so well-defined and detailed that it won the prestigious 2010 National Association of Chief Information Officers (NASCIO) award for Risk Management Initiatives.



To succeed, we had to have a program that was so complete that people wouldn't have to look anywhere else for information during an emergency or disaster. Through the SunGard CMS, we have all that data in one place, and all the tools we need to begin immediate recovery.

Donald Hertzke, BC/DR Specialist for the State of Michigan

State governments are exceedingly complex, and the State of Michigan is no exception. Seventeen agencies are involved in the daily running of the state, including Education, Human Services, the State Police, Transportation, and the Treasury. One of the agencies, the Department of Technology, Management, and Budget, is tasked with the formidable responsibility of ensuring that the entire State of Michigan is prepared to recover from any disruption, from small power outages or cyber threats to wide-spread natural disasters.

The scope of this responsibility cannot be minimized. The State of Michigan employs over 50,000 people, and information is running constantly through 5 critical mainframes, over 4,000 servers, and 6,000 applications. This massive human/technology network must be protected 24/7 against cable cuts, hardware failures, network changes, computer viruses, organized criminal activity, stealth threats, and hackers seeking financial gain.

DEFINING THE ISSUES

In 2006, the State of Michigan performed a thorough business impact analysis (BIA) which highlighted the scope of the State's problem: the State had a few DR plans in place, but they were sparse, documented in widely varying formats, and often untested.

A "Red Card" was used to identify critical business functions and applications of the State and classified each function into one of three categories: life threatening, life threatening depending on the disaster, and non-life threatening. A subsequent Impact Analysis Summary (IAS) process established a red, yellow, and green score card system for each critical application environment.

With the issues and priorities clearly documented, the stage was set to create a comprehensive, integrated BC/DR program.

CHOOSING THE PLATFORM

The State's BC/DR specialist, Donald Hertzke, then set out to research tools and processes to align with the BIA results. Based on industry best practices and guidance from the State of Michigan's contractual partners, SunGard's Continuity Management Solution (CMS) was acquired. Accordingly, the State of Michigan invested in SunGard's full CMS Platform, which included LDRPS, BIA, Risk Assessment, Work Force Assessment, Vendor Assessment, NotiFind, and Incident Manager.

Commenting on his recommendation of SunGard, Hertzke stated, "The SunGard solution is an industry standard, widely used by federal and state governments as well as by companies in the private sector. The tools are easy to use and the plans are easy to maintain, which is essential when you consider that in the State of Michigan we have some 200+ users of the products. Not all of these individuals have technical roles, so we had to have tools that were intuitive in nature. SunGard delivered that for us. Once trained, our users were able to fly with the products and create robust BC/DR plans."

Our Service Management Center uses this information every day for the prioritization of all Information Technology incident, change, and problem management processes.

Carol Steele Sherman, Data Center Director, State of Michigan

DEVELOPING THE PLANS

The original BIA and IAS provided the State of Michigan with the correct criteria to put into SunGard's LDRPS system. The State then began the long process of developing plans for each and every application in the state. Each plan included dependency maps, recovery times, service levels, and emergency notification information. The DR teams built templates for pandemics, IT services, building evacuations, and essential business functions. Upon completion, each plan was tested to ensure its efficacy.

The result was a BC/DR program that was both comprehensive and intensive. Hertzske affirmed, "To succeed, we had to have a program that was so complete that people wouldn't have to look anywhere else for information during an emergency or disaster. Through the SunGard CMS, we have all that data in one place, and all the tools we need to begin immediate recovery. Our solution is replicated across the State's Primary Production and DR Data Center Hosting facilities, so our data and our DR plans are protected in the event of a disaster."

IMPLEMENTING THE SOLUTION

It is vital to understand the degree to which the State implements the hundreds of individual BC/DR plans they have in place. These plans do not sit on a shelf, awaiting some rare and remote disaster. They are utilized regularly to address virus attacks, applications going down, hardware problems, and more. Carol Steele Sherman, Data Center Director for the State of Michigan, declared, "Our Service Management Center uses this information every day for the prioritization of all Information Technology incident, change, and problem management processes."

In their documentation to NASCIO, the State drew particular attention to the benefits of NotiFind, SunGard's powerful emergency notification product: "Contact information for over 50,000 State employees and our many business partners [was loaded into NotiFind]. Prior to implementation of the tool, we had to locate staff by telephone during an incident. That manual process took a team an hour to call 40 employees, often with only

a 50% success rate. Today, one person can reach hundreds of mobile staff in less than 3-4 minutes with up-to-date information on incidents that are impacting our State's ability to provide critical services."

REAPING THE REWARDS

Through the SunGard CMS suite, the State of Michigan is able to address both traditional and emerging risks in a comprehensive, integrated manner. The benefits they have realized have been many and varied:

- The BC/DR program prioritized and documented all critical State business functions, and mapped resources, processes, IT dependencies, networks, and relationships.
- Plan administrators can now refer to a streamlined online dashboard to view the availability of critical applications.
- The State created a policy, funding, and staffing model for DR and a process for operationalizing the information by clearly identifying systems risk factors/solutions.
- Cost avoidance through the program has returned over \$46.1 million to the State's clients in the last 5 years.
- The solution has the potential to be a national model for the reduction of risks associated with consolidation, shared services, and managing cloud computing environments.

In 2010, NASCIO confirmed the structure, value, and benefits of the State's BC/DR program with their highest award for Risk Management Initiatives.

Steele Sherman summarized the rewards of working with the SunGard CMS suite: "Peace of mind: it is hard to put a price on recoverability, but our project has accomplished this for the State. We can't control whether our State is affected by a natural disaster, power outage or terrorist attack, but we have proactively ensured that our government cloud services are reliable and resilient, and we are prepared to recover those services with minimal impact and data loss."

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About SunGard Availability Services

SunGard Availability Services provides disaster recovery, managed IT, information availability consulting services, business continuity management software to over 9,000 customers Globally.

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