

PROJECT STARTUP REPORT

Submitted to Large Project Oversight on 10/23/2015

GENERAL INFORMATION

Project Name: ND Courts Disaster Recovery

Branch: Judicial

Project Sponsor: Sally Holewa

Project Manager: Tom Harris

PROJECT DESCRIPTION

The purpose of this project is to establish a disaster recovery site in a remote location, which will provide a means for minimizing data loss and expediting a return to normal service in the event of a disaster caused by environmental factors, either man-made or natural.

BUSINESS NEEDS AND PROBLEMS

1. Need to minimize the likelihood of impacts to ND Courts' day to day activities potentially caused by IT system outages
2. Need to ensure ND Courts IT systems can continue to provide access to judicial services regardless of environmental or man-made factors at the primary data center site
3. Need to mitigate ND Court risk to potential liability and fraud due to lost records and data
4. Need to mitigate ND Court risk to potential litigation, penalties and fines as a result of not performing statutory and regulatory requirements

PROJECT BASELINES

| Baseline Start Date | Baseline End Date | Baseline Budget |
|---------------------|-------------------|-----------------|
| 10/23/2015 | 12/30/2016 | 2,000,000 |

OBJECTIVES

| Business Objective | Measurement Description |
|---|--|
| Mitigate the costs / impacts of an interruption to court operations | By the end of the project, establish a solution capable of supporting failover within 24 hours of an event |
| Mitigate risk of not meeting statutory and regulatory requirements | By the end of the project, confirm capability to continue to provide processing for applications that support court operations and services after a failover event |
| | By the end of the project, confirm the capability to continue to provide accurate records, matching primary data center accuracy with minimal data lag, after a failover event |

COST BENEFIT ANALYSIS

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Without a DR site, the costs at the time of a disaster to the primary site are similar to the cost of developing DR capabilities originally as similar equipment and facilities would be required. However, if the primary datacenter was destroyed, the total restoration time to restore the systems and process the backlog would be approximately 3 months. Most stakeholders would suffer a significant loss in productivity due to a high level of reliance on automated systems to perform their business processes. The loss of productivity and the increase in overtime during the 3 month recovery period would be at least 50% of personnel costs. Public safety would also potentially be affected by a disruption of court operations. The benefits of implementing a DR site include the following:

- Capability to continue to provide processing for critical applications that support critical court operations and services
- Capability to reduce the impact of an incident or disaster to all internal and external stakeholders
- Fast recovery time
- Minimal disruption to court operations
- Avoidance of productivity losses
- Reduce planned, predictable downtime as well as unplanned downtime
- Assist in maintaining service levels in times of high volume and growth
- Avoidance of overtime expenses to process the backlog from an IT outage
- Avoidance of problems with manual record keeping

KEY CONSTRAINTS AND/OR RISKS

The project has the following constraints:

- Implementation of the solution should be completed consistent with the recommendations in the business case, except where noted otherwise by the project sponsor
- Cost, schedule, scope, and quality are often in conflict during projects. The sponsor elected to prioritize these as follows:
 1. Scope
 2. Quality
 3. Cost
 4. Schedule

The key risks for this project include the following:

1. If equipment is damaged prior to installation, then the project could experience a schedule delay due to repair or replacement
2. If the DR site cannot support the installed equipment, then the project could experience a schedule delay pending changes to the DR facility
3. If the pre-approved vendor is no longer able to deliver adequate software or cannot provide maintenance support, then the project could experience a delay caused by the need to conduct a new or revised procurement