

CYBERSECURITY AND BUSINESS CONTINUITY**5.2 Business Continuity and Disaster Preparedness**

DTI provides overall state-wide leadership for Business Continuity and Disaster Preparedness. Services include consulting with customers on assessments, plan development, and testing. DTI manages relationships with vendors providing recovery services and maintains the State's master recovery plan.

List of services

1. Assessment, Planning, and Testing Consultation
2. Vendor Management
3. State Master Plan Administration
4. Business Continuity *([Continuity of Operation \(COOP\)](#)) and Disaster Recovery Exercises

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CYBERSECURITY AND BUSINESS CONTINUITY**1. Assessment, Planning, and Testing Consultation**

Service Description – DTI works with state organizations to develop a comprehensive business assessment of the tolerances for business service disruption, and incorporate these assessments into the state’s overall master plan. This consultation will both educate and prepare the organization’s business areas for the circumstances which can occur within their own processes if an outage should occur. The assessment will be based upon industry best practices. The Disaster Recovery/Business Continuity Office can also work with the organization to develop plans for mitigating any critical areas of concern, as well as, planning for the continuity of the business in the face of reasonable technology risks.

Features / Benefits / Costs – Attention to readiness of an organization’s business areas will help establish priorities for technology and process investment. The process of assessing the impact of technical outages will create a list of decisions and plans to be addressed. It also provides a valuable education in the dependencies of the business.

How to request services – Contact your *[Customer Relationship Specialist](#) to initiate a consulting engagement with the Disaster Recovery/Business Continuity Office.

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Special attention should be given to the [DTI Systems Architecture Standard](#).

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2. Vendor Management

Service Description – DTI establishes vendor relationships to support the state’s overall master plan for business continuity. DTI holds the master services agreement for business continuity, disaster recovery, and hot site arrangements. These vendor relationships enable the organization’s planning and mitigation efforts by utilizing vendors familiar with the State’s programs and technical requirements.

Features / Benefits / Costs – Recovery from business disruption usually requires prompt and whole-hearted cooperation from key vendors to the state. Strong centralized management of vendor relationships will better ensure the support needed for both testing and execution.

How to request services – Contact your *[Customer Relationship Specialist](#) to learn about vendor arrangements in place for Business Continuity.

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI web site.

3. State Master Plan Administration

Service Description – DTI administers the overall state business continuity and disaster recovery plan and prepares for the readiness of implementing those plans.

Features / Benefits / Costs – The State Master Plan provides a standard format, common storage, and a structured implementation plan. It also includes a robust notification tool for all participating state organizations.

How to request services – Contact your *[Customer Relationship Specialist](#) to learn more about the State Master Plan.

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI web site. Special attention should be given to the [DTI Systems Architecture Standard](#).

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4. Business Continuity (Continuity of Operation (COOP)) and Disaster Recovery Exercises

Service Description – DTI conducts business continuity *([Continuity of Operation \(COOP\)](#)) and disaster recovery exercises to test the State’s ability to recover from a core service outage. The Disaster Recovery/Business Continuity Office plans these exercises based on the needs of the state as an enterprise and customer involvement is welcomed where appropriate.

Features / Benefits / Costs – Simulating customer readiness through realistic scenarios benefits the State by raising awareness, improving planning, and identifying areas of weakness to be addressed.

How to request services – Contact your *[Customer Relationship Specialist](#) is you would like to participate in a future exercise.

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI web site.

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