



Site B Services for Open Systems

V4.1 - Public

02/20/14

City of New York

Department of Information Technology and Telecommunications

IT Services/IT Service Management

Background

In order to accommodate the growing needs for high availability and site redundancy for business critical IT Applications/Services on Open Systems; a ten thousand square foot space was commissioned on March 18, 2013 that DoITT has named Site B. The Site B data center infrastructure has redundant and backup power, dual electronic data paths, multiple security devices and all HVAC systems will be independently controlled. This design will provide 99.995% availability.

Scope of Site B Recovery Services for Open Systems

The IT Infrastructure services at Site B have been designed and built to be used for more than disaster recovery purposes. They are capable of supporting the same services as CityNet tiers.

Currently the Site B IT Infrastructure service has three (3) distinctive tiers:

- Tier 1 (Active/Active)
- Tier 2 (Active/Passive) Mission-Critical
- Tier 3 (Active/Passive) Operationally Important

The below service targets support the Site B offering and may be modified, due to budgetary and technology modifications.

Definitions:

- Recovery Point Objective (RPO): The maximum acceptable level of data loss following an unplanned event.
- Recovery Time Objective (RTO): The length of time a business process could be unavailable before the business unit's operations are significantly impaired.



TIER		TYPE OF CONFIGURATION	METRIC	ASSURANCE LEVEL	TESTING		
Service Level	Application Category	Configuration	Site B Failover	RTO / RPO	Bi-Annually	Annually	Upon Deployment
Tier 1	Mission-Critical	Active/Active	Continuous	N/A	X		
Tier 2	Mission-Critical	Active/Passive	Recovery time	1 hour < RTO <= 4 hours	X		
				30 sec < RPO <= 1 hour			
	Operationally Critical	Active/Passive	Recovery time	1 hour < RTO <= 4 hours	X		
				15 min < RPO <= 1 hour			
Tier 3	Operationally Important	Active/Passive	Recovery time	1 hour < RTO <= 72 hours		X	
				30 min < RPO <= 4 hours			
	Secondary	Active/Passive	Recovery time	24 hours < RTO <= 72 hours			X
				1 hour < RPO <= 4 hours			

Notes:

1. Database replications in all Service Level Tiers are within seconds.
2. Unstructured data (file share) replications are between 15 minutes to 1 hour.

The application/services currently hosted at DoITT’s primary datacenters at MetroTech are not automatically replicated at Site B. If agencies require their services to be replicated at Site B we have outlined our process below for submitting a request to enable replication of your agency services and/or applications at Site B.

Process for Requesting Site B Services

Agencies requesting Site B services must submit a request through the DoITT Service Catalog following these basic steps:

- Complete the Bill of Materials (BOM) and Site B Business Impact Analysis (BIA) documents which can be accessed through the Service Catalog on CityShare.
 - The *Site B BIA document requires sign-off (BIA Site B Initial Sign-off page)* from your agency Commissioner or CIO and a representative from City Hall. This authorizes DoITT to expend resources to estimate costs and work efforts needed to provide replication services at Site B, if approved.
- Complete a Service Catalog Request form on CityShare, upload the completed BOM and BIA with *the Site B Evaluation Initial Sign-off page* executed and submit your request.
- DoITT will process your request via the Intake Process and reach out to your agency for the Solutioning Phase.
- Upon completion of the Solutioning Phase, DoITT's engineers will have determined the appropriate Tier and cost estimate for providing replication services at Site B.
- Details will be entered on the *BIA Site B Final Approval Sign-off page*, signed-off by DoITT's Deputy Commissioner and returned to the agency.
- The agency is responsible for obtaining the required signatures from OMB and a City Hall Representative in order to proceed.
- Once all required signatures are obtained on the *BIA Site B Final Approval Sign-off page*, the agency should scan and return same to SiteBBIAApproval@doitt.nyc.gov so an initial build meeting can be scheduled; the fully executed original will be collected during the initial build meeting.
- Requests will be prioritized for the build phase and an estimated timeframe for completion will be communicated back to the agency.

DISCLAIMER

While Site B represents a significant and crucial component of business continuity services, it does not represent all components for end-to-end business continuity as each agency's business continuity planning and execution remains with the agency and OEM; DoITT supports only the IT infrastructure.