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## 2014 CAPITAL BUDGET BRIEFING NOTE

### Information & Technology - Disaster Recovery Plan

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#### Issue / Background:

To ensure continued availability of critical City business services and supporting systems in the event of a natural disaster or crisis, the Information & Technology Division has initiated an IT Disaster Recovery Plan program in partnership with the Office of Emergency Management, a Business Continuity Program beginning in 2013.

#### Key Points:

- There is a need to continue to develop comprehensive Disaster Recovery and Business Continuity programs for the City.
- The I&T Division has established a Disaster Recovery data centre located at 703 Don Mills Road and has been actively implementing the necessary IT infrastructure (network, server and storage hardware and software) that will enable the recovery of the city's business applications if some facet of the City's primary data centre is lost for a period of time. Some services such as email, Internet Access, and File/Print are in place as part of the current Disaster Recovery data centre.
- I & T has also begun conducting several Business Impact Assessments for divisions and agencies including: Internal Audit, Toronto Public Health, Toronto Fire Services, Courts, Toronto Water, Human Resources, Fleet, Office of Emergency Management, and Purchasing and Materials Management Division.
- As of November 30, 2013, \$1.742 million has been spent, and it is anticipated the entire budget of \$2.375 million will be spent by year-end.
- In 2014, I & T will complete the Business Impact Assessments for all divisions and agencies as part of the City's Business Continuity program (owned by the Office of Emergency Management, with supporting partnership by the I&T Division).
- The information collected in the Business Impact Assessments will be used to identify business recovery needs, processes, critical business applications & systems and recovery time requirements. This will guide the prioritized implementation of specific application-by-application recovery plans.

- The 2014-2023 Recommended Capital Budget and Plan provides funding of \$2.5 million annually for the Business Continuity Plan (BCP) and Disaster Recovery (DR) capital program to complete the assessments, build critical business application & system recovery plans, and implement the requisite DR hardware and software. The annual allocation includes \$1.1M for hardware/software, and \$1.4M for resources to support, maintain and develop policies and define roles and responsibilities.

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