Date: September 24, 2013

To: Payroll Managers
    Human Resources Officers

From: Evelyn Nazario
    Associate Vice Chancellor
    Human Resources Management & CO HR Services

Subject: Disaster Recovery Testing Update

Overview

Audience: AVPs, Human Resources Officers and/or other campus designee(s) responsible for providing access to SCO applications

Affected Employee Group(s)/Units: Designees responsible for facilitating Disaster Recovery Testing.

Summary

This technical letter updates the previously posted HR/Salary 2013-13. The instructions in the Business Process Guide that was included as an attachment have been edited.

Campus designees responsible for facilitating Disaster Recovery Testing should review the remainder of this policy letter for further information.

Due to security reasons, the instructions for setting up a desktop shortcut for Passport (emulation software) have been updated in the Business Process Guide. Please have designated campus test coordinators review the revised Guide and follow the specified instructions in order to be prepared by the testing date.

Questions regarding this coded memo communication should be directed to systemwide Human Resources at (562) 951-4411. This document is available on the Human Resources Management’s Website at http://www.calstate.edu/HRAdm/memos.shtml.

EN/It

Attachment

Distribution:
CSU Presidents
Vice Chancellor, Human Resources
All Campus Vice Presidents
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Introduction

The Disaster Recovery Testing for SCO Applications Project Business Process Guide will provide an overview of the Disaster Recovery Testing for the State Controller’s Office (SCO) Applications Project and instructions on what is needed for the Disaster Recovery Testing at the campus level. Phase I will cover the initial phase of testing (connectivity testing) while Part II will cover applications testing.

During the connectivity testing (Phase 1) of the Disaster Recovery process, each campus will log on to the SCO Disaster Recovery System to confirm that they are able to successfully connect. This connectivity testing is only done once in the overall course of Disaster Recovery Testing. The user will not need to run any additional applications or perform any Campus Information Retrieval System (CIRS) functions. This test is to confirm that their network and software is configured correctly.

After the initial connectivity testing is completed, campuses will conduct annual application testing in May or October in order to maintain their preparedness in case of an incident that disrupts connections at the Office of Technology Services Gold Camp data center (OTech).

The intent of this document is to provide CSU campuses with the established requirements and steps needed to successfully start Phase 1 of the Disaster Recovery Testing.
Background on the Disaster Recovery Testing for SCO Applications Project

Purpose of the Project
The purpose of this project is to test all SCO applications in the event of a disaster that renders all or part of the equipment and data located at OTech inoperable.

Twice a year, OTech conducts a disaster recovery test at the OTech Vacaville CA test site. All SCO data, programs, and applications (e.g., CIRS, PIMS, HIST, KEYMASTER, PIP, MPC, VIEW and HEAL) are replicated at the Vacaville backup site. Campuses should test to determine whether all critical SCO applications work at the Vacaville site in the same way they do at the OTech Gold Camp data center. If issues arise, OTech, the SCO and HR Data Operations will fix the process so campuses will be prepared and capable of accessing the backup site in the event of a disaster.

Currently if a disaster occurs, it will take six months to find a site and construct a new data center. By participating in the Disaster Recovery Testing, campuses will be assured that they will be able to access all SCO applications within one day.

Approved Recommendation to Conduct the Disaster Recovery Connectivity Testing
After careful consideration of the consequences in the event of a disaster that results in the disruption of network activities, the Project Team concluded that the testing project was necessary in preparing campuses in the event of such an occurrence. Therefore, the Project Team recommended that the CSU proceed in dividing the Disaster Recovery Testing into two phases: a connectivity testing followed by an applications testing. The Long Beach Campus and the Chancellor’s Office Human Resource groups have served as pilots to test and establish a Disaster Recovery model. The proposed testing model is being made available to all campuses. Participation in the two phases of the Disaster Recovery Testing is mandatory for all campuses.
Project Stakeholders
The following entities provided the Disaster Recovery Project Team with critical perspective and recommendations when creating the Disaster Recovery Testing project requirements:

- OTech:
  - Provided testing schedule dates
  - Provided list of Campus IP addresses used by the SCO to allow access to the Disaster Recovery network

- SCO Information Systems Division (ISD):
  - Two months prior to the DR test, SCO will provide HR Data Operations with documentation concerning the dates, goals and objectives, and other documents that are primarily for the SCO
  - One month prior to testing SCO will provide an email confirming the dates, and include the SCO’s staff coordinator listing

- Human Resources Management Data Operations, Chancellor’s Office:
  - Provided initial campus feedback and documented project requirements

Project Sponsors
- Systemwide Human Resources

Current Project Team Membership
- OTech
- State Controller’s Office: ISD
- Human Resources Management, Chancellor’s Office: HR Data Operations
- Long Beach: Payroll Department, HR Tech Support Services
- Testing Pilot subjects: Collaborative Management System (CMS), Human Resources Management, Chancellor’s Office; Payroll, Long Beach campus
Roles and Responsibilities

Several roles are involved in the successful completion of the campus Disaster Recovery Connectivity Testing for SCO Applications. The respective roles and typical responsibilities of all parties involved are noted below:

**OTech/California Office of Technology**
- Supplies IP addresses and port numbers for campuses. Also manages the Disaster recovery site.

**Chancellor’s Office**
- **HR Data Operations**: Oversees the project. Works with testers and campus desktop support. Acts as liaison for OTech and SCO staff in coordinating and overseeing project activities. Also maintains the Campus Disaster Recovery Testers form for each campus.

**CSU Campuses**
Campuses will need to identify a **Test Coordinator** who will oversee the work for the campus. This representative will be responsible for interactions and communications with the Disaster Recovery Project Team. This individual will also be responsible for conducting the connectivity testing at campuses. Below are the typical responsibilities for each area typically involved at the campus level:

- **Payroll**: Identifies campus system users with access to SCO applications, e.g., CIRS, PIMS, HIST, KEYMASTER, PIP, MPC, VIEW and HEAL. Determines if the campus will test printing and File Transfer Protocol (FTP).

- **Desktop Support**: Creates shortcut for the Passport application to go to the Disaster Recovery Site.
### Overview of Required Steps with Forms

Below is a list of required steps for the campus Disaster Recovery Connectivity Testing along with the responsible parties:

<table>
<thead>
<tr>
<th>Action</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Provide HR Data Operations with list of Testers.</td>
<td>Campus</td>
</tr>
<tr>
<td>2. Submit Firewall Access Form to SCO.</td>
<td>HR Data Operations</td>
</tr>
<tr>
<td>3. Setup shortcut for Passport to point to the logon screen for Disaster Recovery.</td>
<td>Campus – IT Services</td>
</tr>
<tr>
<td>4. Campuses <strong>conduct the Connectivity Testing and advise</strong> HR Data Operations of setup completion activities.</td>
<td>Campus Test Coordinators</td>
</tr>
<tr>
<td>5. HR Data Operations <strong>informs SCO staff of testing completion and results.</strong></td>
<td>HR Data Operations</td>
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### Process Prerequisites/Assumptions

<table>
<thead>
<tr>
<th>Prerequisite/Assumption</th>
<th>Detail</th>
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<tr>
<td>SNA/IP Project has been completed at testing campus</td>
<td>Campus has been migrated from SNA to IP in the Disaster Recovery testing process.</td>
</tr>
</tbody>
</table>
Details of Required Steps for Disaster Recovery Connectivity Testing

Step 1: Complete Required Documentation

This step is to be performed by each campus. Campus action required.

To initiate the Disaster Recovery connectivity testing on the campus, send tester name, user id and email to HRM via Email to ghoward@calstate.edu.

- Identify a minimum of one (1) tester per campus who will conduct the test.

Step 2: Submit Firewall Access Form

This step is to be performed by HR Data Operations. Campus action required if OTech is unable to provide the list of Campus IP addresses.

The firewall access form is necessary for the SCO to set up security protocols that will allow the campus to access the Disaster Recovery system. It is assumed that OTech will be able to provide this information. However, if they are unable to, then this information is required from each campus.

Step 3: Set Up Shortcut on Testers’ Machine

This step is to be performed by campus IT services. Campus action is required.

You will need to create a new Passport session shortcut to OTech’s Disaster Recovery System. Assuming you set the connection up in advance of the connectivity test date, you will get a blank screen.

Note: If the campus is not using Passport, then the settings described below should be usable in whatever terminator emulated used at the campus.

1) Launch the Passport application
2) From the main menu select ‘File’ then ‘New’. This will start the New Session Wizard:

It should default to TN3270 and Display Session, if it does not make those selections now.

Click ‘Next’.
3) Enter in the host name as ‘sy5dr.state.ca.gov’, and port 2323. The other selections should be set up by default as shown below, if not then make any appropriate changes to the set up so that it matches the screen below.

![New Session Wizard - Connection Parameters](image)

Click ‘Next’

4) Check the box ‘Enable Secure Connection’. ‘SSL/TLS Security’ should be selected by default. All other options can be accepted by default.

![New Session Wizard - Connection Security](image)

Select ‘Next’.

5) Confirm that the settings are correct.
Select ‘Finish’.

This will launch Passport and the application will try to connect to the Disaster Recovery system. However, the system will not be active for connection until the test date, so the tester should see a blank screen.

6) From the main screen Select ‘File’, then ‘Save As’. Save the session file to on the user desktop and name it ‘Disaster Recovery System’. It would be advisable to move the desktop icon away from the normal Passport icon to prevent accidental use of the Disaster Recovery system.

On the testing date you will be able to launch this short cut and it will connect to the Disaster Recovery System and display a log on screen as normal.

**Step 4: Perform Connectivity Testing and Advise HR Data Operations**

*This step is to be performed by each campus in coordination with HR Data Operations.*

On the specified date of the disaster recovery test, testers will see if they are able to log on to each SCO application. Follow the instructions below to perform the connectivity testing.

1) Run the Passport Disaster Recovery short cut that will connect to the Disaster Recovery system.
2) Log on to the system as normal.
   a. If testers are able to successfully log on, they will need to logon to each application that has been marked on the Disaster Recovery Tester form, i.e. CIRS, PIMS, HIST, KEYM, PIP, MPC, VIEW, HEAL, etc. Testers will not need to test any further than logging on and off of the system. Upon completion email the HR data Operations team; jwakayama@calstate.edu and ghoward@calstate.edu notifying them that the login to the SCO system was successful. Specify systems successfully accessed
   b. If testers were unable to logon to the system, or any of the applications, the designated campus test coordinator should contact the CIRS Hotline at 916-323-5694 and notify HR Data Operations of the issues encountered.
Proposed Order of Campuses for Disaster Recovery Connectivity Testing

1. Long Beach – Initial pilot – May 15-17, 2013
2. Chancellor’s Office – Initial pilot – May 15-17, 2013
3. All other campuses – October 2013. The exact date will be provided by OTech in September 2013.
## Revision Control

**Document Title:** Business Process Guide: Disaster Recovery SCO Applications I: Connectivity Testing  
**Author:** Human Resources Management Data Operations  
**File Reference:** Disaster Recovery - Connectivity Testing for SCO Applications Process Guide

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<td>HRM</td>
<td>Revised Details of Required Steps for Disaster Recovery Testing</td>
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## Review/Approval History

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