IOT TEAMS POLICY FOR CONTINUITY OF OPERATION PLAN (COOP)/BUSINESS CONTINUITY (BC)
Policy Number: IOT 01/14

1. Purpose

   Establish guidelines and policy for Continuity of Operation Plan from IOT teams

2. Revision History

Revision Date	Revision Number	Change Made	Reviser
01/15/2014	01	Establishing Policy	IOT
03/22/2017	02	Updating policy for Seat Services, Citrix, and Disaster Recovery	IOT

3. Persons, Groups, Systems Affected

   All agencies within the Executive Branch of Indiana State Government

4. Policy

   Seat Services Policy

   The agency is responsible to maintain (be knowledgeable regarding) the inventory of their critical users, applications required on desktops, and alternate work locations in the event that their main offices are compromised. They will also need to share their RTOs (recovery time objective) documented with IOT so a reasonable expectation can be met. Agency is also responsible to keep the inventory document current and consistent with IOT.

   In the event global circumstances occur affecting multiple agencies all at once, priority on assistance and recovery efforts (including hardware) will be dictated by the Governor's Office.
   Note: IOT could deploy roughly 150 machines in the first 24 hours in an emergency situation.

   Network Team Policy

   It will be the policy of IOT network that the location of the agency COOP plan must be approved by IOT for network connectivity to LLDC and, if possible, appropriate network port density available to support the number of staff the agency will have at that location to be determined in advance. Agency is responsible to perform connectivity validation testing and include the results in their documentation.

   IOT network will not be able to stand up large areas with high port density on demand. If the port density does not exist, the agency will need to work with IOT network to have the appropriate network resources installed and working in advance.

   Voice Team Policy
   Centrex:

Phone numbers can be re-routed to an alternate location by means of Customer Location Alternate Routing (CLAR) from the telecommunications provider. Recovery will be dependent on size and scope of disaster. Pricing is available upon request. CLAR service has to be established and tested in advance before taking advantage of the re-route option.

Primary Rate Interface (PRI) and Flat Business or Analog Voice:
Phone numbers can be re-routed to an alternate location by means of Customer Location Alternate Routing (CLAR) from the telecommunications provider. Recovery success may be dependent on size and scope of disaster. Pricing is available upon request. CLAR service has to be established and tested in advance before taking advantage of the re-route option.

Cisco IP Phone:
Indiana Office of Technology may be capable of recovering Voice over IP for up to 64 IP Phones. Recovery will be dependent on size and scope of the disaster. Network connectivity is a prerequisite for taking advantage of this recovery. Refer to Network Team policy for requirements information.

Other IP Phone:
Agency is responsible for working with Voice over IP vendor to provide recovery options. Network connectivity is a prerequisite for taking advantage of this recovery. Refer to Network Team policy for requirements information.

The following policy applies to agency planning on taking advantage of working from home or telecommuting as their option accessing the state resources hosted in IOT Data Center for their COOP

Client VPN
Client VPN is an option if agency users have a state provided laptop or workstation with an AD account in the state network that meets all the security requirements. Connectivity to the internet, registering with PHONEFACTOR, and password reset in advance is a prerequisite for using this as an option for COOP.

Agency is responsible for getting the user accounts access to <u>client VPN</u> in advance, having that information documented in their COOP, and having their users trained to perform a routine test from remote location.

The client VPN system is capable of supporting 2500 concurrent connections using <u>Anyconnect</u> and 5000 concurrent connections using <u>IPSEC</u>. Necessary clients can be downloaded from the links provided below

- Anyconnect - http://myshare.in.gov/Pages/vpn.aspx
- IPSEC - https://myshare.in.gov/pages/vpnlegacy.aspx

Citrix
Citrix is an alternate remote access method to VPN and offers expanded capabilities and security for the State and End users. Connectivity to the state network or internet and registering with PHONEFACTOR in advance is a prerequisite for using this as an option for COOP.

Citrix provides AD based authenticated access to resources available on the internal State network. Remote Desktop, and agency line of business applications, if currently published are available through a publically available web portal and determined by AD group membership.

Agencies wishing to utilize Citrix for their COOP plan must be a current Shared Citrix user and their applications must be published in the Shared Citrix environment. If the agencies require Remote Desktop access during a COOP event then they must make arrangements in advance to have workstations available with their supported application on the state network.

- Production Citrix: https://mycitrix.in.gov
- DR Citrix: https://mycitrixdr.in.gov
- Client download: https://myshare.in.gov/pages/citrix.aspx

Refer to Disaster Recovery section for Citrix availability during an IT disaster

Disaster Recovery
Agency is responsible for prioritizing critical systems in their COOP and work with IOT on a plan for recovering their systems in the secondary data center in case the primary data center is also impacted in a disaster event. Please follow this link to read more details on IOT Disaster Recovery Plan.
Costs
 Refer to IOT Service Catalog and the Services and Rates Table for details

5. Responsibilities

  5.1. Indiana Office of Technology maintaining policy and also updating as required when most current information becomes available that would appreciate this policy

6. Definitions/References

  The Governor's signed Executive Order 13-09 is the reference for this policy