

**Service Continuity Mainframe Services (SCMS) User Group Meeting
Questions and Answers from meeting on July 13, 2010**

1. Could Office of Technology Services (OTech) provide background about VTS?

Virtual Tape System (VTS) is the tape solution for OTech. All tapes created at one site are automatically copied to the other OTech site. SCMS will have a separate and distinct volster number for scratch tapes in the Disaster Recovery (DR) exercise.

2. How will cataloging tapes work?

There will only be one way trip for the data (tape and DASD). If the customer needs something brought back, then the customer would have to let OTech know.

3. Will SCMS use the same or different production IP address?

SCMS will use different IP addresses for DR exercises, but for an actual disaster, the production IP address will be utilized.

4. If there was a regional disaster and GC wasn't accessible, then how would OTech function?

OTech has the ability to work remotely from either campus, Gold Camp (GC) or Vacaville. Vacaville also has a Command Center that could be populated in the event of a disaster at GC.

5. Will the customer have the ability to test remotely from home with SCMS?

The customer will have the ability to connect to the DR environment from the same locations that they can connect to the production environment. Firewall rules on the customer side may need to be applied to allow connectivity to the DR exercise environment.

6. Will SCMS still be taking tape back-ups (BRM aggregates)?

No, there is no tape backup. There is only VTS and DASD replication.

7. What happens if there is a disaster that requires mainframe failure?

All DR customers will failover.

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8. What things should the customer consider for SCMS test site?

The customer needs to know outputs from the DR tests (Customer tapes, FTP, printers, SMTP, etc).

9. How would SCMS handle customer created tapes to outside agency?

OTech will need to ensure there is a process in place to ensure the tapes do not get shipped offsite.

10. Can SCMS intercept FTP, printers, SMTP output?

Yes, SCMS is planning to implement firewall rules to intercept the ftp, email, and print outputs from the mainframe test IP addresses. Exceptions for customer validation of the outputs will be managed via firewall rule requests.