

Service Continuity Mainframe Services (SCMS) User Group Meeting Questions and Answers from meeting on September 21, 2010

1. How is the decision made to invoke a Disaster?

The decision to invoke a Disaster is determined by the Office of Technology Services (OTech) Director. This decision will take into account several factors including: type of incident, length of outage, systems impacted, extent of damage, etc.

2. Will the customer decision be considered to invoke a Disaster?

The Service Provider (OTech) is responsible for determining whether to invoke the Disaster Recovery process. Naturally, customers would be included in any necessary communications.

3. Will the customer have the ability to test from multiple locations?

Yes, the customer will have the ability to test from multiple locations, just as they can in the current exercises.

4. When should customer use Operational Recovery?

The Operational Recovery is not related to the DR Service offering. If the customer needs High Availability for their critical systems, then they should work with OTech to develop a solution for their department.

5. Will the customer have the ability to ship tapes offsite?

Yes, the Tape offsite storage service will still be available to SCMS customers. However, it would be at the customer expense.

6. Will the customer need separate RACF IDs and passwords for SCMS?

No, the current ones will work with the SCMS since it is a replicated environment.

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7. Will customers have the ability to log-on to Production and Disaster Recovery during the exercise?

Yes, the customer will have the ability to log-on to Production and Disaster Recovery, just as they can now during an exercise.