

Disaster Recovery Testing Services – Service Detail



Overview:

Each NYS customer should develop a disaster recovery/business continuity plan, including staffing and funding. Customers can take advantage of the resilience offered in CIO/OFT's Enterprise Infrastructure for testing, but remains responsible for the implementation of Disaster Recovery capabilities.

CIO/OFT Operations and Technical Services staff will participate in live Disaster Recovery tests to meet customer specific needs. We help support the system IPLs/reboots and are available for general technical support to diagnose and resolve technical issues arising during the test process. Cost for staff are a special service to be reimbursed by the customer, along with travel, lodging, and meals, if required.

Testing will be conducted by mutual agreement and CIO/OFT will work with customer staff to resolve technical issues during each test.

Additional Information:

Please contact CIO/OFT Customer Relations at customer.relations@cio.ny.gov or 1-866-789-4638 or see our website at www.cio.ny.gov for additional information.