State of Iowa IT Project Request # 8

[Avamar Expansion]

[Department of Human Services]

[Data Management]

[Statewide Backups with Replication]

[Cathy McLuen]

[515-281-5775]

[cmcluen@dhs.state.ia.us]

[June 30, 2013]

Document Purpose: This document is to be completed when there is an identified need and tentative plan to initiate a project. Funding may not have been identified for the project yet (seeking IOWAccess funding, waiting on legislative decision or grant award). The Project Request is submitted to the TCC IPSC to gain support for the project and identify if there are existing applications or application components that can leveraged for the proposed project. This document is intended to answer high level questions about the project as details about total cost, timeframe and quantified benefits are not known as this document is expected to be completed during project planning. Submit this document to: xxxxx@iowa.gov TCC approval of this document results in the permission to proceed with project planning. Agency may be directed to complete the Project Execution Request before issuing an RFP or beginning internal development work.

Project Summary

Project Name: Avamar Expansion (data de-duplication and backup)

Problem Statement: [*What is the need? How will this address that need?*] The Department of Human Services uses Avamar to backup Field and Application Servers. The department also replicates this data to an off-site location. Both Hoover and off-site systems are running at 96% capacity and need additional nodes to continue with reliable backups and proper retention limits.

Project Description: [*What is the purpose of this project? What are the project goals?*]

The goal of the project is to maintain the ability to backup and restore data based on the projected growth over the next year.

What are your success criteria? [*What does success look like?*]

Avamar currently backs up and replicates 411 DHS servers at a 99.1% daily deduplication rate within a 12 hour nightly backup window. DHS currently backs up 6.4TB of unique data per month. Expansion will enable Agency to continue with required retention policies and enable restoration of entire systems in the event of a disaster.

Are you aware of any potential solutions? *[Describe Solutions]*

DHS has 411 servers that we back up and replicate. This includes all servers located in field offices and Institutions. We would be unable to back them up at night without the de-duplication feature that Avamar provides us.

Part of IT Infrastructure consolidation can include data backup but our current barriers to migration include the following:

1. Unlimited Agent licensing for any server that we bring on line.
2. 99.1% Daily De-duplication Rate (less data going across the WAN). ITE does not have this capability at this time. It is coming soon though.
3. Migration to an ITE solution would be a major conversion requiring extensive planning and bandwidth testing.
4. Plans include the preparation for ITE to manage 1.4 PB of data from DHS.

Benefits Summary

[*Describe specific benefits and how these will be measured and reported. Who are the customers of this project and how do they benefit?*]

All DHS users benefit from the ability to restore files and systems.

Project Impact: What is the impact if this project is not approved?

Inability to recover critical information and systems in the event of a disaster.

Project Technology: [*What technologies will be used in the project?*]

We are asking to add additional disk capacity to the to the backup and replication systems.

Project Type: Maintenance ___X__   New _____   Multi-phased _____

Maintenance is a work to be completed on an existing software or hardware asset. Examples: migrating all agency applications to MS SQL 2012; updating a specific application to be 508 compliant and improve accessibility;

New is a project that has a single phase. Examples: Rewrite a client server application into a web application; Replace an MS Access application with a client server application and SQL database; Create a new application to meet a new federal or state initiative.

Multi-phased is a new project with multiple phases or the subsequent phase of a project already implemented. Example: The project is intended in Phase 1 to implement the web application, Phase 2 will add epayment and a mobile application and Phase 3 will expand application to another program area.

External/Internal Urgency: Are there any funding/legislative deadlines that impact this request? Are there organizational/staffing changes impacting the request?

Funding Summary

Estimated total Project Costs: *[Provide a high level estimate or range]*

Under 50k _____   50 to 100k _____   100-500k __X___   500k to 2 million _____

2M to 5M _____   Over 5M _____   Unknown _____

Funding Source: [*Iowa Access, Pool, Federal Grant, etc.*]

Project Sustainability [Describe the plan to support and maintain this project. What kind of on-going costs will there be during the lifetime of this asset?]

This purchase would facilitate capacity projections for approximately two years.

Risk Assessment

[*Describe specific risks and how they will impact the project. How will these be mitigated?*]

No risks to this request.

Recommendations and Approvals

Authorize this IT procurement   Yes _X_   No ___

Alternatives suggested by the State CIO   Yes ___   No _X_

Additional comments from the State CIO:

Recommendation by the TEC is for approval of the first three nodes of this procurement, with DHS given discretion on the second three nodes. The State CIO subsequently approved.

DAS Director's action:

Authorize this IT procurement   Yes _X_   No ___

DAS Director's signature and date:

The above IT procurement concept approved by Director Carroll on __5/22/13__

Comments: **None**