

## **Service Continuity Mainframe Services (SCMS) User Group Meeting Questions and Answers from meeting on August 25, 2010**

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### **1. What is considered a “Partial Disaster”?**

There would be no physical access to the Gold Camp Campus. The OTech would work remotely from the Vacaville Campus.

### **2. Are there any plans to have a test where the mainframes actually run in Disaster Recovery for a period of time?**

No, this is outside of the scope for this project. However, after the SCMS project has been fully implemented, OTech may further review this type of testing.

### **3. Are there any plans to store the data outside the greater Sacramento area (outside of Gold Camp and Vacaville)?**

No, Gold Camp and Vacaville Campuses do not share any common disaster vulnerabilities from nature. The campuses are in different earthquake zones, flood areas, and geographical zones. Vacaville Campus is not considered part of the Sacramento Valley area.

For an additional cost, customers may store their data at Iron Mountain.

### **4. What is the plan for Billing and the rates?**

There will be a rate developed for the cost of the DR hardware, software and OTech support. When it is ready for review, it will be discussed in this SCMS user group meeting.

### **5. When will the customers be billed under the new SCMS rate?**

The customer will not be billed until they had a successful SCMS Exercise and approved solution.

### **6. When should the customer request to have data from an exercise kept for verification?**

The request to have data brought back should be listed on the customer's Goals and Objectives.

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### **7. What is the latest that the customer can request the data?**

The last day before the exercise the customer can request the data.

### **8. How will the customer request access to the DR mainframe for exercises (with the DR IP address)?**

The customer will gain access via assigned SCMS IP addresses and the customer's firewall rules to allow access.

### **9. Will the SCMS Project utilize data encryption?**

No. The data will not be encrypted because there will be a dedicated circuit.