WASHINGTON
COURTS

ADMINISTRATIVE OFFICE OF THE COURTS

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State Court Administrator

March 15, 2018

TO: Vonnie Diseth, Director
Information Services Division

FROM: Dennis Longnecker, Manager
Infrastructure Section

RE: 2018 Certification of the Disaster Recovery Plan

The "*JIS Information Technology Disaster Recovery and Business Resumption Planning Policy*," approved by the Judicial Information Systems Committee (JISC) in 2003, directs the Administrative Office of the Courts (AOC) to:

1. Develop disaster recovery/business resumption plan.
2. Maintain and update disaster recovery/business resumption plan annually.
3. Test disaster recovery/business resumption plan annually.
4. Train its employees to execute the recovery plan.
5. Annually certify the updating and testing of the disaster recovery/business resumption plan.
6. Have periodic audits of the disaster recovery/business resumption plan.

The purpose of this memo is to report to the Judicial Information System Committee (JISC) that all of the above directives have been vetted.

Certification

The March 2018 Disaster Recovery exercise was the twenty-fifth (25) test performed at a SunGard location. During the tests, AOC teams deploy to two SunGard locations: The MegaCenter, where the computers are physically located, and the MetroCenter where workstations are set up. After the systems are regenerated by AOC staff, customizations and testing can begin. Use of the MetroCenter in Federal Way allows for a minimum number of staff to travel to the MegaCenter hot-site.

During testing, AOC staff follow published documentation to render all production JIS Case Management applications operational. This includes the Appellate Court Records and Data System (ACORDS), Superior Court Management Information System (SCOMIS), Juvenile and Corrections System (JCS), and District and Municipal Court Information System (DISCIS). We also perform a network test, switching over all the courts to the restored systems (courts actually connect to the MegaCenter in Scottsdale, AZ).

We are extremely satisfied with the results of the Disaster Recovery process. The documentation is growing and improving between tests, and the time required to render the systems operational is

continually improving. Staff members are rotated between the two sites, which accomplishes two things: 1) all staff become familiar with different aspects of the process, and 2) the document is proofed, tested, revised, and improved on by all staff.

Audit

The JIS Disaster Recovery Plan was audited by Ernie Gubbels (Certified Business Continuity Professional) of Sirius Computing Solutions, Incorporated in October 2017. In delivering the final audit report, Mr. Bill Yeasting, Client Executive/Network & Data Center Solutions Specialist, commented that "*After talking with our business continuity planning consultants I wanted to re-affirm our opinion that the AOC-JIS group has done an exceptional job with IT-disaster recovery preparedness. It is clear from the report that your group is well prepared in the event of a service interrupting event.*"

The AOC takes its JIS Disaster Recovery responsibilities very seriously. The process, materials, and training are executed professionally and continually maintained for review and improvement. Each test is a learning opportunity that furthers our abilities and the staff's confidence.

If members of the JIS community would like to observe our testing in action, we would be most eager to accommodate such a request.