

Legislation Text

File #: 15-18248, Version: 1

IT Disaster Recovery Planning Services

Action:

- A. Approve a contract extension with Risk Solutions International LLC for technology disaster recovery planning services and resources, strategic technology consulting services, and cloud-based planning software BC in the Cloud maintenance services,**
- B. Authorize the City Manager to approve price adjustments and amend the contract consistent with the purpose for which the contract was approved, and**
- C. Authorize the City Manager to purchase such additional subscriptions, services, maintenance, and support as required to maintain the system for as long as the City uses the services and the software.**

Staff Resource(s):

Reenie Askew, Innovation and Technology
Haley Gentry, Aviation

Explanation

- Innovation and Technology (I&T) plays an essential role in providing information and technology (IT) related support services to most City departments, including IT applications, infrastructure, information security, and public safety communications support.
- A 2017 assessment by the City's Risk Management Department found lack of Business Continuity (BC) and Disaster Recovery (DR) planning as the highest IT risk item.
- Since December 2018, I&T has partnered with consultants to improve its BC and DR planning.
 - The City and Ankura Consulting Group, LLC, now operating as Risk Solutions International LLC (RSI), entered into an agreement for IT BC/DR Recovery Phase I on December 3, 2018.
- Phase I of the RSI contract resulted in a roadmap of an IT BC/DR Plan. Phase II is a continuation of that work.
- Phase II created the I&T Continuity of Operations Plan (COOP) and documented that plan utilizing a new subscription-based cloud application called BoldPlanning.
 - COOP will leverage the information collected as inputs in the development of an IT Disaster Recovery Master Plan (DRMP) for the City.
 - The IT DRMP outlines governance, resources, incident management, communication protocols, recovery management, and sequencing of the underlying infrastructure that is required to run applications and systems of mission critical systems.
- A waiver has been approved for these services based on qualifications and experience. Risk Solutions International LLC best meets the City's needs in terms of qualifications, cost, and experience. Innovation & Technology has partnered with RSI since 2018, and accordingly RSI has accumulated a considerable amount of organizational knowledge. At this time, it would require substantial investment by the City to duplicate or replace these services.
- Annual expenditures are estimated to be \$27,000, not including one-time fees in the amount of \$152,500.

Charlotte Business INclusion

This is a contract with a waiver of solicitation for services and is exempt (Part A: Appendix 1.27 of the

Charlotte Business INClusion Policy).

Fiscal Note

Funding: Innovation and Technology and Aviation Operating Budgets