Dell/ MessageOne Email Continuity Services for Enterprise Messaging (EM) Disaster Recovery
What is MessageOne?

Dell/MessageOne provides external email business continuity service in the event that EM becomes unavailable due to equipment failure or external factors.
MessageOne Services

- Adds a layer of protection for unplanned outages
  - Natural disaster
  - Physical plant outages; power, air, underground cable breakages
  - Internet access disruption

- Message One services are provided from SunGard’s remote data centers

- Service elements provided during an outage:
  - Authentication
  - Webmail access
  - BlackBerry service continuity for selected users
  - Access to email history for selected users

- Current contract provides licenses for 1,000 users
  - Opportunity for additional users in an emergency if necessary
  - Cost $75,000 over three years/$25,000 annually
UCLA EM Disaster Recovery Solution

- EM Clusters
  - Mail, Calendaring, and BlackBerry Services
  - AD/DNS Server
  - BES server
  - EM Web server

- Primary Site
  - SAN

- Standby DR Site
  - UCB

- EMS Site
  - Mail Continuity
  - BlackBerry Continuity
  - UCLA GAL
  - Historic Mail Access

- UCLA
  - Dell/MessageOne
    - (Texas and Chicago)

- Mails

- Outlook & Web Mail Clients
  - BlackBerry Device
MessageOne
Recommended Participation

- Health & Safety: Police, Fire, EH&S, Disaster Coordinators
- First Responders: Emergency Policy, Operations and Communications
- Campus Leadership: Chancellor, Vice Chancellors, Deans
- Organizational Leadership: Associate & Assistant Vice Chancellors, Executive Directors, CAOs
- Medical Sciences Leadership/non EM users
- Departmental IT Support for EM users
Implementation plan

1. IT Support in EM User Departments – May 2009

2. Health & Safety: Police, Fire, EH&S, Disaster Coordinators – May

3. First Responders: Emergency Policy, Operations and Communications – June

4. Campus Leadership: Chancellor, Vice Chancellors, Deans – June

5. Organizational Leadership: Associate & Assistant Vice Chancellors, Executive Directors, CAOs – July

6. Medical Sciences Leadership/non EM users – August
Emergency Program Preparation

- Notify departments regarding users selected for the program
- Notify users that they have been selected
- Identify non EM users requiring emergency accounts
- Develop and distribute program materials
- Educate users about MessageOne and campus response program
- Assist users in registering with MessageOne services
- Test plan with registered users
- Establish ongoing testing program with selected users
Steps In Managing an Outage

If outage occurs, EM team will:

- Determine extent of outage
- Activate EM Incident Response Team to declare emergency
  - IRT: EM team and Department IT staff, CIO, VC Administration
- Notify MessageOne to enable remote services
- Initiate communications regarding outage and alternative communication methods
- Communicate with users until outage is resolved
- Terminate remote services with MessageOne
- Re-establish EM services and notify users
- Re-integrate email sent/received during outage
- Publish summary of events surrounding outage and follow-up steps