

Service Continuity

Making Things Work at the Grassroots Level

State and local government agencies are on the frontlines when it comes to providing citizen services. They interact with the public on a deeply personal level every day.

That means expectations are high – agencies simply can't drop the ball when it comes to providing the services taxpayers rely on. Veritas understands that state and local agencies require access to data and applications:

- When they want it
- Whenever they want it
- Wherever the data resides

Constant, reliable access to data and applications is so important to agencies and organizations that we gave it a name – at Veritas we call this Information

Availability, and service continuity is a key element of Information Availability.

Service continuity means making sure the data and applications that agencies and organizations rely on are always highly available.

Veritas InfoScale Availability protects an organization's most important IT services against unwanted downtime through resilient high availability. InfoScale Availability gives

IT organizations a single solution for maintaining IT business continuity across these complex and diverse environments.

Veritas Resiliency Platform ensures application availability in virtual environments. It provides real-time visibility into the health of all IT services through a single, web-based dashboard. That allows an organization to monitor the performance of applications against service level agreements (SLAs), including recovery time objectives and recovery point objectives.

Veritas Data Insight includes reporting, analytics, and visualization capabilities that allow agencies to shine a light on data, giving them a clear understanding of what is critical and what requires high availability.

One out of 10 organizations says they need greater

than 99.99 percent application availability – no more than 1 minute/week of downtime. Our Information Availability solutions allow state and local government agencies to meet that goal.

When it's done right, service continuity ensures that agencies can do their jobs effectively and meet the expectations of taxpayers because they always have access to data and applications.



Automation, simplicity, and predictability are at the heart of Veritas solutions.



AUTOMATE AS MUCH OF YOUR CONTINUITY PLAN AS POSSIBLE

Reducing the need for manual intervention introduces simplicity and increases efficiency. Failover, recovery, and restore steps need to be automated to keep agencies moving forward.



DON'T ASSUME YOUR VIRTUALIZED INFRASTRUCTURE ENJOYS FULL PROTECTION FROM SERVICE INTERRUPTIONS

Agencies must have a strategy for not only monitoring virtual machines (VMs) but also the applications within, especially if they've increased their use of virtualization for mission-critical applications. Even VMs can fail, and service continuity planning must take that into account.



PRIORITIZE YOUR IT SERVICE CONTINUITY FUNCTIONS TO AVOID OVERSPENDING

An in-depth Business Impact Analysis of core business processes allows agencies to prioritize which applications must be recovered and available immediately following an outage. Some applications can wait to be recovered, but it's not until an agency or organization conducts that review that it becomes clear what is most important and what is less urgent.

Effective service continuity means agencies never even notice when there's a disruption or downtime. That's because all data and applications have been replicated – not just backed up – and everything is stored safely at a reliable recovery site.

Information Availability and service continuity are not abstract ideas. They are sound approaches for any agency that's serious about providing the services to and meeting the expectations of the taxpayers they serve every day.

INFORMATION AVAILABILITY MEANS:



SERVICE CONTINUITY

Your applications are always available



RELIABLE RECOVERY

Your data and applications are constantly replicated

For more information, please visit www.veritas.com/solution/government

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