Strategy & Guidelines for availing DR Services at National Data Centre(NDC), Shastri Park, New Delhi

The Disaster Recovery (DR) facility at National Data Centre (NDC) – created and managed by NIC -has come up to bolster State eGovernance initiatives through NDC's state-of-the-art infrastructure in accordance with the National eGovernance Plan(NeGP) and to secure the critical data residing at West Bengal State Data Centre (WBSDC) - the one and only one repository for the Government of West Bengal.

In order to manage entire DR activity, following teams are required to be created making the Departments as the major stakeholder:

i)   **State DIT&E Head** will act as the authority for comprehensive Policy & Decision making towards **Disaster Recovery Planning (DRP)** for the State Data Centre**.**

ii)   **Crisis Management Team** with DR coordinator as head and members from SIA,CT & DCO

iii) **Damage Assessment Team** with DR Coordinator and members from CT/DCO/Team Leads/User Dept. Coordinators.

iv)   **Operation Recovery Team** with members from CT/SI/DCO/PM,DCO/ Dept. Coordinators

The following brief guidelines would help all concerned to avail DR services at National Data Centre (NDC)**.**

Policy Guidelines:

- Disaster Recovery facility for West Bengal will be set up at NDC, Shastri Park, New Delhi.

- Disaster would be declared based on Criteria, category (intensity of disaster)

- Applications (hosted in SDC's Servers) would be chosen for DR setup based on its Criticality Ratings (Business Impact Analysis Matrix).

- A total storage space up to 25 TB has already been allotted for West Bengal State and additional storage boxes from individual line departments is strongly discouraged. However, Department may consult NIC subsequently for any additional storage requirement.

- Based on the Business Impact Analysis (BIA) of the individual application, Criticality Ratings would be assigned to each Applications & Data hosted in SDC's Server and applications and Data with higher Criticality Ratings would be chosen for DR activity.

- All core infrastructure including **racks, core network and perimeter security devices** and associated services are available at the DR site. Therefore, similar HW/SW/devices are discouraged from user departments for their DR setup at NDC.

General Guidelines:

- User/Line Departments are requested to consult the Project Manager, NeGP before BoM is finalized to avoid any future impasse.

- All requests for DR facility should be routed through the Project Manager, NeGP. The approved request would be forwarded to NDC by the DIT&E through Project Manager, NeGP.

- Request for availing DR facilities should be accompanied by following duly filled-in FORMS, DOCUMENTS & EVIDENCES/SUPPORTING DOCUMENTS :

- NDC-SP approved Forms :

  i)   Server Co-location Request Form - Collocation Request Formv1-DR
  ii)   Storage Allocation Form – SAN Request Form
  iii)   Hardware Summary Form - Annexure 1 v6
  iv)   Detail Hardware Configuration for each devices ......Hardware Detailsv2
  v)   Public IP Request Form

- Approved Letter/Documents from DIT/Application Owner (AO)
  i)   DIT-endorsed letter from User Dept/Webel to PM, NeGP for setting-up DR facility at NDC
  ii)   Authorization letter from User Departments for persons who would receive the DR-related items of the concerned department at NDC, New Delhi .
  iii)   DR Plan/Strategy Document with steps to be followed during actual DR Declaration and DR Initiation along with proposed DR Team Structure for Colocated Servers
  iv)   Concise description of Application/Project in separate sheets
  v)   Approved Deployment Architecture Diagram
  vi)   Latest Application Security Audit Report with risk acceptance for any OPEN issue/ "Safe to Host ' Certificate from any Cert-in empanelled Vendor .
  vii)   Description of BACKUP POLICY at NDC-end with frequency of Backup, Types of DR Backups, RTO & RPO parameters etc. are to be explicitly mentioned and **endorsed by the concerned department** Please note that there is no such Standard Backup Policy of NDC for users. AO should decide their own Backup Policy .
  viii) Server Hardening Report and VA/PT Report
  ix)   DNS Service Request, if any.
  x)   VPN Request, if any.
  xi)   Additional SAN Request as and when asked by NDC.

- Three weeks advance intimation must be sent to PM, CT, NeGP prior to expected delivery of items at NDC end.

- User department has to explicitly furnish the power   and space requirement for each of the items earmarked for DR site (Hardware Detailsv2).

- At least one person authorized by the user department / Government to receive the sealed items/boxes and inspect all installed items at NDC.

- SDC/User Dept. will be responsible for Hardening of OS, Vulnerability Scan & remediation, latest Antivirus, HIPS, Patch management etc., Mounting LUN, Monitoring of data replication, mock drill etc.

- NIC will facilitate Storage-to-Storage Asynchronous Data replication from SDC to NDC DR site. Hitachi Data Replicator has already installed at SDC for replication with NDC,Shastri Park.

- In case of application/site failure, application in Departmental Servers at DR end will be accessed through Internet/SWAN whereas Server management can be done from SDC.

- **User department UNDER CO-LOCATED MODEL with <u>completely separate DR Setup</u> has to prepare DR Strategy/Plan document mentioning steps to be followed during *DR Declaration* and *DR Initiation* in consultation with SDC for each application. The said document would be shared with NDC for future reference. DR Plan document should explain the procedures to be followed by NDC Team to activate the DR. These should be properly reflected in DR Run Book to be submitted to NDC along with the DR Plan. Also *DR Team Details* with respect to *Crisis Management, Team, Damage Assessment Team, Operation Recovery Team and Help Desk Team* along with the name of DR Coordinator of the concerned user departments, should be submitted separately. Proposed DR Team formations structures have been mentioned in [Annexure-2](#) .**

- DR Plans are required to be validated by SDC & User Department through DR Drills in coordination with NDC Teams.
- Remote administration facility, on request , will be available after completion of installation (vpnsupport@nic.in).
- For any other relevant information ndcsp.nic.in   may be visited .