

ECONOMIC SERVICES ADMINISTRATION
ACES Disaster Recovery



2015-17 BIENNIAL BUDGET

ML Request	FY15	FY16	FY17	15-17
FTE	0.0	0.0	0.0	0.0
GF-State	\$1,617,000	\$560,000	\$205,000	\$765,000
Total	\$2,695,000	\$934,000	\$342,000	\$1,276,000

DECISION PACKAGE SUMMARY

The Economic Services Administration (ESA) requests funding to procure and operate disaster recovery (DR) services for the Automated Client Eligibility System (ACES) and Eligibility Service. By funding this request, ESA is expected to be in compliance with federal regulations related to the Medicaid Expansion and the Patient Protection and Affordable Care Act (ACA), and minimize the risk of losing client data and disrupting client services.

PROBLEM STATEMENT

Disaster recovery services minimize service disruption and the loss of client data in the event of a disaster. The loss of client data or a service interruption can result in a delay of benefits being issued to clients who depend on them to meet basic needs. Federal requirements for DR include the ability to be able to perform a system recovery for all mission essential functions (MEFs) within three business days.

The Department of Social and Health Services (DSHS) requested funding in the 2014 Supplemental Budget based on a request for proposal (RFP) for DR services issued in June 2013. The RFP failed to yield a vendor who met the minimum qualifications. On May 1, 2014, DSHS contracted with IBM Business Continuity and Resiliency Services (BCRS). It has since been determined that in addition to the DR services outlined in the initial RFP, additional MEFs would need to be covered, which will increase the vendor cost. ESA will also need to upgrade its own hardware and software to facilitate a DR solution.

PROPOSED SOLUTION

ESA requests funding to address DR requirements which were not yet identified and quantified when the 2014 Supplemental Budget request was developed. These factors include vendor coverage of additional MEFs; hardware and software costs for upgrading the production environment; Quality Assurance; and costs from Consolidated Technology Services for the purchase and maintenance of network equipment for both the recovery and replication lines.



DSHS VISION
 People are healthy • People are safe • People are supported • Taxpayer resources are guarded

DSHS MISSION
 To transform lives

DSHS VALUES
 Honesty and Integrity • Pursuit of Excellence • Open Communication • Diversity and Inclusion • Commitment to Service

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The DR solution supports federal and state cash, food and medical program requirements; issuance of benefits through Electronic Benefit Transfer; and the Eligibility Service which is the rules engine that connects to Washington's Health Benefit Exchange to support the Healthplanfinder. DR is required by our federal funding partners.

EXPECTED RESULTS

The budget request supports DSHS Goals 1: Health – Each individual and each community will be healthy, Goal 4: Quality of Life – Each individual in need will be supported to attain the highest possible quality of life and Goal 5: Public Trust – Strong management practices will be used to ensure quality and efficiency.

The decision package is essential to implementing the Economic Services Administration Strategic Objective 5.2: Application processing timeliness will meet or exceed Federal Standards of Promptness.

This request supports the Results Washington goal to increase customer confidence by maintaining timely delivery for state services.

STAKEHOLDER IMPACT

Health Care Authority and Health Benefit Exchange support this proposal as part of Eligibility Service development and requirements.



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