
Request for Proposal No. 22-69462 "Parent/Relative Locator Service" for Indiana Dept. of Child Services

2.3.12 a. (Disaster Prevention & Recovery)

Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

Response

Yes. The LNRS Disaster Recovery Program incorporates both Disaster Prevention and Disaster Recovery measures to ensure a robust program of preparation, response and restoration of all data, application programs, and systems housed in the LNRS data centers. The program includes key components of Communication, Disaster Prevention, Disaster Recovery, and Testing actions.

LNRS maintains primary and disaster recovery data centers. Production data is backed up across data centers in real-time over a secure network connection. The customer input files and output files are retained pursuant to regulatory requirements.

LNRS has a well-documented and tested disaster recovery plan. We test the disaster recovery systems every few minutes by sending synthetic transactions through those systems. Additionally, we perform a more comprehensive test during our monthly production maintenance windows. LNRS deploys redundant systems in each network, power, and system layers to eliminate single points of failure to our applications. Additionally, our disaster recovery site provides an additional layer of redundancy that drives the high availability of our services.

LNRS has developed a Business Continuity Plan to address how we respond to events that could lead to business disruptions. Since the timing and impact of disasters and disruptions are unpredictable, our Business Continuity Plan is designed to allow the greatest amount of flexibility possible in responding to events, while minimizing the impact of such incidents on our customers.