

InsidePerspective

ACHIEVE THE POWER OF MEDITECH

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Are you really ready? Choosing the right Disaster Recovery option for your organization

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HIPAA, hurricanes... earthquakes, earthmovers... lions and tigers and bears... Every time we turn around, something is going on somewhere that makes us think, 'If that had happened to me, what would I have done?' A very astute question, apparently, especially as it relates to IT infrastructure. In a recent informal survey of about 50 MEDITECH hospital CIOs and IT Directors, several told us that their organization's disaster recovery plan depends primarily on one thing: prayer.

With the next HIPAA deadline looming ever larger, many healthcare organizations are turning their attention—and weary budgets—toward disaster recovery (DR). It is with this in mind that we've dedicated a portion of the last few issues of Inside Perspective to some of the newly available storage and disaster recovery technologies for MEDITECH, like Integrated Serverless Backup (ISB), Integrated Disaster Recovery (IDR), and SAN mirroring.

There is another approach to disaster recovery, however, that could be right for your organization: managed disaster recovery services.

One of the main reasons some organizations turn to managed DR is cost.

Nearly all hospitals would like to procure their own, self-hosted disaster recovery solutions. Who wouldn't? Nice, shiny bastions of fault tolerance that hum to life at the flip of a switch to save the organization and MEDITECH users from that nasty "D word," DOWNTIME (not to mention protect a job or two.) But the fact is that hospitals have to operate within very real—often very snug—budgetary constraints, and in today's environment, mission-critical operational expenses are more likely to be approved than large capital purchases.

Beyond cost issues, there are other sound reasons why healthcare organizations might want to subscribe to managed DR services. Perhaps there is no viable facility to house a redundant data center. Or the space may be available, but the connectivity is not. Then there's head count. It's one thing to have budget for infrastructure at a business continuity center, and another entirely to add long-term FTE overhead to manage such a space.

Care must be taken, however, when selecting a DR provider. All disaster recovery services are not created equal, and MEDITECH is not your garden variety Windows application. It is imperative that the organization to whom you entrust your MEDITECH data—arguably the most important data in your environment—understand MEDITECH and understand the issues facing your hospital.

Other critical elements to consider include:

- Familiarity with the approved server and storage configuration for each certified MEDITECH partner
- Network connectivity expertise pertaining both to your facility and to the DR site
- Knowledge of HIPAA confidentiality and security requirements
- Reputation of the provider in the MEDITECH industry

- Availability and expertise of DR resources in the event you need assistance managing your system in recovery mode or reestablishing your primary data center
- Fault tolerance at the DR site itself
- Space availability at the DR facility for your operations staff, if necessary
- Ability to test the DR plan on a regular basis
- Caliber of infrastructure used by the DR provider. Is it new, warranted, state-of-the-art equipment, or used hardware?
- Ability of the DR site to evolve with your organization
- Roadmap for the DR service provider. Will they keep abreast of MEDITECH's evolving capabilities, or is their solution already end-of-life?
- Service Level guarantees. Do the services meet your organization's Recovery Time and Recovery Point Objectives?
- MEDITECH's relationship with the provider

It is important to determine the appropriate disaster recovery solution to protect your organization, and then carefully consider your options for a solutions provider. As always, JJWild [a Perot Systems Company] is available to help you make the best decision for your organization.

And, now, we can include managed disaster recovery among our areas of expertise.

Introducing JSite

For many years, JJWild has strived to earn and maintain the trust of the MEDITECH community and to design and implement reliable solutions specific to our customers' needs. To that end, we are pleased to introduce our newest service: JSite.

JSite is a secure, managed disaster recovery service created by JJWild to meet the unique disaster recovery needs of MEDITECH customers. The service incorporates brand new, dedicated, state-of-the-art OSAL servers, SAN storage, backup software solutions, and tape technology. These systems, which will be kept current with an aggressive technology refresh program, are racked, stacked, configured and ready to spin up your databases if your core MEDITECH systems go down for any reason.

Why JSite?

Quite simply, because you asked for it. The MEDITECH community needs a trusted source for a service as critical as disaster recovery. As MEDITECH's preferred integrator, we believe that our experience installing and supporting hundreds of MEDITECH hospitals and testing the latest SAN, backup, and DR technologies with MEDITECH in our test lab gives us the expertise to provide a superior warm site for MEDITECH MAGIC OSAL customers.

How will JSite work?

JSite will connect to subscribing hospitals via Internet VPN technology with bandwidth adequate to service hundreds of simultaneous users. When an adverse event occurs, a call to our hotline provides notice that a facility has declared a disaster. JSite Disaster Recovery Support Services staff will locate the most recent backup tapes (if vaulted at our facility) and immediately begin restoring the MEDITECH systems on our pre-configured servers and storage.

While the backup tapes are loading, our engineers will work hand-in-hand with customer staff to redirect network access to JSite according to a pre-defined plan. Within hours, the recovery systems will be live and available for access over the Internet VPN. JSite guarantees that your most recent, working backup set will be restored on our servers and ready for access over the Internet in 12 hours or less from the time you notify us of the disaster declaration (or the time at which we receive your tapes, depending on the type of service you choose).

Some customers may also choose to send operations personnel to our facility, a short distance from Boston Logan Airport. Others may request basic operations support, such as systems/network monitoring and backup management during the duration of the emergency, which we can provide. If desired, we will even send a member of our Disaster Recovery Support Services team to the customer facility to assist in the restoration of technology infrastructure to normal operations.

Who can subscribe to JSite?

Initially, JSite will be available to hospitals running MEDITECH MAGIC OSAL on any MEDITECH-certified server platform (Dell, HP, or IBM). Systems may use either MEDITECH-certified direct-attached storage (DAS) or Storage Area Network (SAN) technology from Dell, EMC, HP, or IBM. Backup tapes may be either DLT, SDLT, AIT, or LTO tapes created by direct MEDITECH MAGIC backup or MEDITECH Integrated Serverless Backup using BridgeHead HyperTape or Legato NetWorker software.

Where is JSite located?

JSite is located in a secure Class-A data center facility outside of Boston and near the Canton, MA corporate headquarters of JJWild and MEDITECH. Our recovery space is managed 7x24 by live staff in one of the most robust and fault tolerant facilities of its kind in the Greater Boston Area.

When is JSite available?

Testing is expected to be completed in May 2005. Go-live for an initial pilot group is scheduled for June 2005.

During our initial planning stages, many members of the MAGIC community expressed an interest in being part of this pilot group to take advantage of the new service and early adopter benefits. If your organization would be interested in participating, please contact your JJWild sales representative, or call me directly at 781-575-1100.

Sara Schaeffner, Product Manager, rejoined forces with JJWild in November 2004. With a background in organizational management, customer outreach, and solution engineering that includes five years in Healthcare IT, Sara is responsible for JJWild's Healthcare Operational Continuity offerings, including JSite. She can be reached by phone at the number above or by email at editor@jjwild.com.

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