



County of San Mateo

Inter-Departmental Correspondence

Department: INFORMATION SERVICES

File #: 18-110

Board Meeting Date: 2/13/2018

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Jon Walton, CIO/Director, Information Services Department (ISD)
Subject: Amendment #1 with Amazon Web Services for offsite data archiving and recovery services

RECOMMENDATION:

Adopt a resolution authorizing the CIO/Director of the Information Services Department to execute an amendment from Amazon Web Services (AWS) to provide storage for ISD's Data Backup and Recovery service offering to County departments, increasing the amount by \$125,000 for a not to exceed amount of \$225,000.

BACKGROUND:

The Information Services Department (ISD) manages data backup and recovery for various departments throughout the County. These services are critical for restoring data when entire servers crash or files become corrupted or require restoration. The data backup and recovery infrastructure consists of servers that store files less than fourteen days old at County data centers and provide offsite storage for older files.

On November 1, 2015, the County and Amazon Web Services (AWS) entered into an agreement to allow ISD to utilize offsite storage services provided by AWS for the purpose of copying backup data in an encrypted manner to their cloud data centers and retaining the files for sixty (60) days.

DISCUSSION:

ISD would like to continue the use of data storage services by AWS to support the existing data backup and recovery services that it provides to County departments. These services are economical and have expanded the amount of time that backup data can be retained from sixty (60) days to one year or longer.

The County's Information Management Planning Committee (IMPC) has reviewed and approved the use of AWS for long term backup data storage.

County Counsel has reviewed and approved the resolution as to content and form.

This resolution supports Shared Vision 2025, promoting the outcome of a Collaborative Community by enhancing data integrity contained in information Technology systems throughout San Mateo County.

PERFORMANCE MEASURE:

Measure	FY 2015-16 Actual	FY 2017-18 Projected
Percent of Data Restore Requested Completed Successfully	90%	90%

FISCAL IMPACT:

The term of the agreement is November 1, 2015 through October 31, 2018 and remain unchanged. The new not to exceed amount, including this \$125,000 amendment, is \$225,000. The funding for this agreement is in ISD's Fiscal Year 2017-19 Budget, and is funded by ISD's data backup and recovery service.