

ECONOMIC SERVICES ADMINISTRATION
ACES Disaster Recovery



2016 SUPPLEMENTAL BUDGET

ML Request	FY16	FY17	15-17
FTE	0.0	0.0	0.0
GF-State	\$1,707,000	\$1,336,000	\$3,043,000
Total	\$2,845,000	\$2,227,000	\$5,072,000

DECISION PACKAGE SUMMARY

The Economic Services Administration (ESA) requests \$5,072,000 (\$3,043,000 GF-State) to continue the implementation of the disaster recovery (DR) project for the Automated Client Eligibility System (ACES) Complex (ACES, Washington Connection (WaConn), Barcode, and Eligibility Service (ES). These systems support the mission essential functions (MEFs) of cash, food, medical benefits and childcare. ACES is a comprehensive mission critical system supporting up to 8,000 users in over 90 locations throughout the state and controls over \$2 billion in annual client benefits. By funding this request, ESA is expected to be in compliance with federal regulations related to the Medicaid Expansion, Patient Protection and Affordable Care Act (ACA), and minimize the risk of losing client data and disrupting client services.

PROBLEM STATEMENT

DR 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. Washington State is required by the federal government to have DR in place, with the ability to perform a system recovery for all MEFs within three business days.

DSHS requested funding in the 2015 Supplemental Budget based on a request for proposal (RFP) for DR services. 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 ES MEFs would need to be covered, which increased the vendor cost. In August 2015, the BCRS contract was amended to add DR services to cover the newly acquired, larger mainframe that is housed at the State Data Center. The mainframe supports the ACES Complex and the ES. ESA will also need to upgrade additional hardware and software to facilitate the new DR solution, increase security compliance and increase the agency bandwidth for DR recovery. BCRS has also identified on-going maintenance and operation costs that ESA will need to cover.



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ESA's base DR funding of \$600,000 per year (\$360,000 GF-State) is from the DR solution that existed prior to May 2014. This existing funding is not sufficient to fund a DR solution that meets current business needs, which includes the ACES Complex and ES.

PROPOSED SOLUTION

ESA requests ongoing funding to address DR requirements including vendor coverage of additional MEFs, the new ACES mainframe; hardware and software costs for upgrading the production environment; increased security compliance, Quality Assurance; and costs from Washington Technology Services for the purchase and maintenance of network equipment for both the recovery and replication lines to transfer data to BCRS.

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 Healthplanfinder. DR is required by our federal funding partners.

EXPECTED RESULTS

Funding this DP positions ESA to ensure recoverability to systems that support MEFs in the event of a disaster. ESA would then be able to continue to issue cash, food, medical and childcare benefits to DSHS, Health Care Authority (HCA), Health Benefit Exchange (HBE) and all impacted state and federal partners clients during the time of a disaster.

STAKEHOLDER IMPACT

Health Care Authority and Health Benefit Exchange support this proposal as part of Automated Client Eligibility System (ACES), Eligibility Service, Washington Connection (WaConn) and Barcode continued business operations.



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