State of Utah

When the server containing critical data went down the night before an important meeting, the Utah Governor’s office used Micro Focus® GroupWise® Disaster Recovery to get email up and running.

Challenge
No one likes to imagine the worst happening. Unfortunately, disasters do strike, whether man-made or caused by nature. And with electronic devices, catastrophic failure can happen at any time.

Being prepared in case of an emergency is not only prudent but essential. The State of Utah is constantly making sure it is prepared for any event—retrofitting the state capitol building for earthquake safety and implementing disaster plans for all types of emergencies.

Like most other workplaces, the busy office of the Governor of Utah relies on email and online appointment scheduling to manage its daily business. More than 300 users of the Governor’s post office keep it humming, using GroupWise to manage their email.

Because these electronic communications are critical to the business of the government, Mike Hussey, the GroupWise administrator for the Governor’s office, decided to use GroupWise Disaster Recovery. It keeps hot backup copies of the GroupWise post office on a separate server. This way, if something were to happen to the main server, emails would be preserved safely. Because Mike was anxious to get GroupWise Disaster Recovery online, he quickly installed it on a surplus workstation with a large hard drive. Although GroupWise Disaster Recovery is designed to work with high capacity servers, using this extra machine was a fast and inexpensive solution.

Solution
Once GroupWise Disaster Recovery was up and running, small problems users had from accidentally deleting vital emails were easily fixed by themselves. Mike rarely had to worry about email problems for the next two years. That suited Mike just fine since he had plenty of other things on his plate.

In March 2007, Governor Huntsman’s office was busy preparing for a visit from California Governor Arnold Schwarzenegger. The two governors would be discussing an interstate pact to decrease global warming. Many emails with plans and information for the event were stored on the GroupWise email server. On the Sunday night before Gov. Schwarzenegger’s visit, the server volume housing the GroupWise domain and post office crashed. Mike and his IT team worked hard, but soon determined that none of the data on the server volume could be recovered, including the post office. Fortunately, Mike was prepared and knew he could switch over to the GroupWise Disaster Recovery machine. However, Mike knew he had installed GroupWise Disaster Recovery on a workstation for a quick solution and hadn’t

At a Glance
- **Industry**: Government
- **Location**: United States
- **Challenge**: The gubernatorial office needed a disaster recovery solution for its GroupWise system.
- **Solution**: Use GroupWise Disaster Recovery, which is tailor-made for GroupWise.
- **Results**:
  - Offers push-button disaster recovery
  - Recovered critical email data the night before an important meeting

[Image of the Utah State Capitol]
yet upgraded to a bigger server. It would be put to the ultimate test. Was it up to running the domain and post office for the entire office for a couple of days on an inferior machine? Faced with no other option early on Monday morning, Mike decided to make the switch.

Using GroupWise Disaster Recovery’s push-button disaster recovery option, Mike quickly got the Governor’s post office back up and running on the single workstation machine that was never designed to run the entire GroupWise system. And GroupWise Disaster Recovery worked just fine, albeit a little slower than usual. Emails again started flowing to and from the office’s myriad of BlackBerry and critical information stored in users’ emails was again available. Governor Schwarzenegger arrived, the meetings got underway, and the whole day went smoothly. Soon, the interstate pact was signed by both governors.

**Results**

A couple of days later, Mike finished recreating the server volume and was ready to move the post office data from the GroupWise Disaster Recovery machine back onto the mail server. With Reload’s migration feature, Mike was able to reload the majority of the data while GroupWise was still up and running on the GroupWise Disaster Recovery machine. Then Mike transferred all of the remaining data in a short, scheduled downtime, keeping email service up and running for most of the time.