

From: Pisarik, Holly <HollyPisarik@gov.sc.gov>  
To: Derrick, BarbaraBarbara.Derrick@dss.sc.gov  
Date: 7/2/2016 11:35:38 AM  
Subject: Re: Restoration Status

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You spent the night there?

Sent from my iPhone

On Jul 2, 2016, at 9:02 AM, Derrick, Barbara <Barbara.Derrick@dss.sc.gov> wrote:

Message sent at 8. Restore #2 has begun.  
Was there all night.

Begin forwarded message:

From: "Lawson, Ric" <Ric.Lawson@dss.sc.gov>  
Date: July 2, 2016 at 8:02:19 AM EDT  
To: "Derrick, Barbara" <Barbara.Derrick@dss.sc.gov>, "Gillum, Amber" <Amber.Gillum@dss.sc.gov>, "Verenes, Robin" <Robin.Verenes@dss.sc.gov>, "Osman, Keith" <Keith.Osman@admin.sc.gov>, "Griswold, Doug" <Doug.Griswold@admin.sc.gov>  
Subject: Restoration Status

At 9:42 pm Friday, the backup restore stopped working. The vendor and DOA were immediately contacted. Staff (Barbara, Jose, Bogdan, Chandra and myself) spent the night at Browning Road working with the vendor to determine what went wrong. DOA also stayed in contact thru the night with the vendor and DSS.

As of this moment, the vendor has still not identified a solution. The issue has been escalated to EMC's Red Team, the VP for the Southeast Region has been notified, and the vendor will staff onsite sometime today.

I will update you as promised at 12:00, 6:00 and 10:00 today and hopefully have better news.

Ric Lawson, PMI-ACP, SSGB  
Chief Information Officer  
SC Department of Social Services, Division of Technology Services  
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Office Phone: 724-5326, Cell Phone: 917-8014

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