

From: Derrick, Barbara <Barbara.Derrick@dss.sc.gov>
To: Pisarik, HollyHollyPisarik@gov.sc.gov
Date: 7/2/2016 9:02:03 AM
Subject: Fwd: Restoration Status

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
1628 Browning Road Columbia S.C. 29210
Office Phone: 724-5326, Cell Phone: 917-8014

Disclaimer: Please do not use this e-mail address to report child or adult abuse and neglect. The abuse/neglect hotline number for your county is located on the SCDSS home web page at www.dss.sc.gov. For emergencies, please contact your local law enforcement office.

Privacy Notice: This message may contain information that is protected from disclosure by federal and/or state law, or is otherwise privileged or confidential. This communication is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient or the employee or agent responsible for delivering this message to the recipient, you are hereby notified that any dissemination, distribution, or copying of this message is strictly prohibited and violations of applicable federal and/or state law may subject you to civil and/or criminal penalties. If you have received this message in error, please notify the sender immediately by telephone and delete this message.