



# Preparing for Disaster

## Leveraging the Cloud to Ensure Continuity of Government Operations

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Disasters - whether manmade or natural - can strike at a moment's notice; but when these incidents occur, citizens expect government services to continue operating. During these events, governments need to protect and maintain core digital assets and records such as population and property registers, education records, and revenue and benefits systems at all times - for operational and integrity reasons. So, how can you ensure that your agency can maintain its critical functions during or immediately after a disaster?

### **1. Back Up Your Critical Data**

Continuity begins with situational awareness; for government IT leaders, it's imperative that you assess your current continuity and reliability posture and map potential challenges and opportunities that can be addressed using the cloud.

### **2. Pre-Plan Any Migrations**

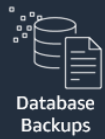
If you are planning to migrate government services to the cloud, identify the services that must be migrated to or recovered in the cloud at a moment's notice. When resources are limited, as they often are in times of crisis, having a plan and procedure in place for service migration and recovery can reduce downtime.

### **3. Use Active Cloud Standby**

Your agency can also opt to have the cloud on standby, where essential services (i.e., emergency response, public safety or national security) can be designated in a way that allows for a smooth shift of operations between on-premises and the cloud.

# Three Levels of Continuity

Cloud Backup → Pre-planned Migration → Active Cloud Standby



Database Backups



Code



Documents

Back up your critical data



Servers



Databases



Automation

Prepare to move when needed



Applications



Edge Security



Connectivity

Seamless continuity at scale

## Resilience in Action: How Livingston Parish Prepares for Natural Disasters<sup>1</sup>

The 911 system in Livingston Parish, Louisiana is responsible for dispatching 21 public safety agencies including law enforcement, fire and emergency medical services. It averages more than 325 calls a day. After a major flood knocked out the parish's 911 system in 2016, IT leaders took action to become disaster resilient, reducing service interruptions and improving response times.

Migrating to the cloud allowed the parish to enhance storage, availability and security – reducing paper logs, improving agency communication and making sure dispatch operations could relocate to anywhere with an internet connection and resume operations in minutes. It also worked with an AWS partner to create a new computer-aided dispatch (CAD) system that was developed as a cloud-native application.

Since deploying its cloud-based CAD in May 2022, Livingston Parish has experienced no service interruptions and seamless mobile access from patrol vehicles, fire trucks and other mobile units. Additionally, the ability to remotely access the CAD provides IT leaders with peace of mind that operations can continue if and when the next disaster strikes.

If you'd like to learn more, please contact us today.

<sup>1</sup> How Livingston Parish prepares for natural disasters by improving resiliency in the cloud, November 15, 2022, <https://aws.amazon.com/blogs/publicsector/livingston-parish-prepares-natural-disasters-improving-resiliency-cloud/>