

Definition of Essential System Tiers

- TIER 1** Tier 1 systems require high availability and have very low RPO and RTO thresholds, typically less than 24 hours for both. These are systems where DES ETS may be required to implement resilient infrastructure or have the capacity for rapid recovery. These systems will most likely need resources in the DES or State recovery site (currently at Tier Point in Liberty Lake WA).
- TIER 2** Tier 2 systems require priority recovery. The typical RTO is 72 hours with an RPO of 24 hours or less. Once Tier 1 systems are operational available recovery resources will focus on Tier 2 systems. There should be available capacity maintained at the DES or State recovery site to bring up these systems as soon as practical. Most CTS infrastructure, including the mainframe, have a 72 hour RTO.
- TIER 3** Tier 3 systems are all other systems. They will be recovered based on technical and operational realities at the time of recovery. They have an undetermined RTO. Available recovery resources will not focus on Tier 3 systems until all Tier 1 and 2 systems are operational.