HUD Disaster Recovery Modernization (DRM) Upgrade

1. What Is Disaster Recovery

Disaster recovery in information technology is part of security planning and is developed in conjunction with a business continuity plan. Disaster recovery is a set of policies and procedures which focus on protecting an organization from any significant effects in case of a negative event, which may include cyberattacks, natural disasters or building or device failures. Disaster recovery helps in designing strategies that can restore hardware, applications and data quickly for business continuity.

2. HUD Disaster Recovery Modernization (DRM) Initiative

The Office of Chief Information Officer's (OCIO) Disaster Recovery Modernization initiative is upgrading HUD's infrastructure to meet the most current federal security protocols.

It is critical to upgrade, if HUD were to continue with the current disaster recovery protocols, it will put HUD and our external business partners at risk, including financial transactions as there are unaddressed security vulnerabilities.

3. DRM Deployment – August 18th through August 25th, 2019

HUD will be transferring all applications/systems to the new disaster recovery center. After all applications have been successfully recovered to the disaster recovery center, all applications will be made available for all HUD's production operations (i.e., internal and external users.)

Beginning at 6 AM, Sunday, August 18th HUD operation of normal production operations (DCA) located in Stennis, Mississippi, will be moved to backup facility DCB in Clarksville, Virginia. Please note that the production system will be inaccessible for a time to facilitate the infrastructure move. TRACS should be accessible starting at 3:10 PM.

August 12, 2019

Starting at 6 AM on Sunday, August 25th, all applications will be restored back to HUD's primary production data center (DCA) located in Stennis, Mississippi – access outages will occur. After 3:10 PM production will be functional from DCA, once again.

4. HUD Help Desk Support

TRACS users experiencing technical issues during the DRM deployment will be able to reach a Help Desk Analyst during normal business hours or you can leave a voicemail requesting technical assistance:

Monday through Friday - 7:00 AM EST to 8:00 PM EST

1-800-767-7588
1-888-297-8689 option 5
1-202-217-2008 FAX Number