

SAAS Agreement – Schedule 4: Disaster Recovery/Business Continuity

1. Overview

Business Continuity Management is under the direction of the Technical Director and In Simple Terms (IST) has a Crisis Management Team (CMT) that is comprised of selected executives. The CMT is enacted when a crisis or significant event occurs and is responsible for evaluating the situation and responding accordingly. CMT members have specific role and set of responsibilities and are expected to be reachable 24 hours a day, seven days a week.

2. Service Recovery Methodology

To maximise availability of the services, the services are delivered from a dedicated data center with access to backup servers in the case of failure. These infrastructures use carrier-class components designed to support thousands of users. Extensive use of high availability servers and network technologies help to minimise the risk of single point s of failure and provide a highly resilient environment with maximum up-time performance.

In terms of data integrity all data is backup up daily and these backups are stored at two separate locations. If required, the database can be restored on a backup server with minimal system outage time.

3. Recovery Planning

As part of developing a viable disaster recovery plan IST conducts disaster recovery exercises annually. Key elements of the exercise are to prove the following:

- Network access
- Hardware and server accessibility
- Application accessibility
- Data recovery

4. Data Center

The data center provides carrier-grade facilities with at minimum N+1 redundancy built throughout the entire environment. The facilities' fault tolerance was designed to support its customers with requirements for maximum uptime, who operate 24 hours a day, 7 days a week. Various combinations of card-access restrict access to and within the building. Electrical power, telecommunications and environmental system (cooling, fire suppression, etc) are fully retardant. Redundant uninterruptible power supply units and diesel generators are available for emergency use.

5. Staffing In The Event Of A Disaster

All staff resources would be dedicated to restoring the services if the services were to go down. Each customer would be recovered in unison.

6. Activation/Notification

In the event of a disaster (including a force majeure event) the support team will maintain communications with customers.