Business Continuity and Disaster Recovery Plan

Business Continuity and Disaster Recovery (BC/DR) Plan

Policy Owner: Mark Kelly

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Purpose

The purpose of this business continuity plan is to prepare NewEdge Growth LLC in the event of service outages caused by factors beyond our control (e.g., natural disasters, man-made events), and to restore services to the widest extent possible in a minimum time frame.

Scope

All NewEdge Growth LLC IT systems that are business critical. This policy applies to all employees of NewEdge Growth LLC and to all relevant external parties, including but not limited to NewEdge Growth LLC consultants and contractors.

In the event of a loss of availability of a hosting service provider, the CEO will confer with the COO and CSO to determine an appropriate response strategy.

General requirements

In the event of a major disruption to production services and a disaster affecting the availability and/or security of the NewEdge Growth LLC office, senior managers and executive staff shall determine mitigation actions.

A disaster recovery test, including a test of backup restoration processes, shall be performed on an annual basis.

Communications and escalation

Executive staff and senior managers should be notified of any disaster affecting NewEdge Growth LLC facilities or operations.

Communications shall take place over approved channels such as Slack and email.

Key communication contacts are maintained in this list: https://docs.google.com/document/d/1gUMVwKFLHuBhZVA-512KIqF9lGbbhkNRiln89IScDJw/edit?usp=sharing

Roles and responsibilities

Role	Responsibility
CEO	The CEO shall lead BC/DR efforts to mitigate losses and recover the corporate network and information systems.
Leadership Team	Each department head shall be responsible for communications with their departmental staff and any actions needed to maintain continuity of their business functions. Departmental heads shall communicate regularly with executive staff and the IT Manager.
Managers	Managers shall be responsible for communicating with their direct reports and providing any needed assistance for staff to continue working from alternative locations.
Leadership Team	The Leadership Team, in conjunction with the CEO shall be responsible for any external and client communications regarding any disaster or business continuity actions that are relevant to customers and third parties.
CSO	The CSO, in conjunction with the CEO, shall be responsible for leading efforts to maintain continuity of NewEdge Growth LLC services to customers during a disaster.
CEO	The CEO shall be responsible for internal communications to employees as well as any action needed to maintain physical health and safety of the workforce. The CEO shall work with the Leadership Team to ensure continuity of physical security at the NewEdge Growth LLC office.

Continuity of critical services

Procedures for maintaining continuity of critical services in a disaster can be found in Appendix A.

Recovery Time Objectives (RTO) and Recovery Point Objects (RPO) can be found in Appendix B.

Strategy for maintaining continuity of services can be seen in the following table:

Key business process	Continuity strategy
IT Operations	Not dependent on HQ. VPN is redundant between HQ and Colo. Critical data is backed up to alternate locations.
Email	Utilize Gmail and its distributed nature, rely on Google's standard service level agreements.
Finance, Legal and HR	All systems are vendor-hosted SaaS applications.
Sales and Marketing	All systems are vendor-hosted SaaS applications.

Plan activation

This BC/DR shall be automatically activated in the event of the loss or unavailability of the NewEdge Growth LLC office, or a natural disaster (i.e., severe weather, regional power outage, earthquake) affecting the larger Kansas City region.

Version history

Version	Date	Description	Author	Approver
1.0	Nov 24, 2024	Version 1.0	Mark Kelly	Mark Kelly

Appendix A - Business continuity procedures by scenario

Business Continuity Scenarios

HQ Offline (power and/or network)

- CRM, Telephony, Video Conferencing/Screen Share & Corp Email unaffected
- SUPPORT unaffected
- HQ Staff offline (30-60 minutes)
- Remote Staff unaffected (US)

Procedure:

1. HQ Staff relocate to home offices (30-60 minutes)
2. Verify Telephony, CRM, & Email Connectivity at home offices (10 minutes)
3. Remotely resume normal operations

Colo Offline (power and/or network)

- CRM, Telephony, Video Conferencing/Screen Share & Corp Email unaffected
- SUPPORT Offline
- Production Database offline (redundant)
- HQ Staff unaffected
- Remote Staff unaffected (US)

Procedure:

1. Notify Customer Base that proactive monitoring is offline
2. Normal operations continue

Disaster Event at HQ

- CRM, Telephony, Video Conferencing/Screen Share & Corp Email unaffected
- SUPPORT offline
- HQ Staff offline (variable impact)
- Remote Staff unaffected (US)

Procedure:

1. Activate Remote Staff (US)
2. Notify Customer Base of impaired functions & potential delays
3. Commandeer Field Resources for Critical Response (SE Teams)

SaaS Tools Down

- CRM, Telephony, Video Conferencing/Screen Share, or Corp Email Affected
- SUPPORT partially affected (no new cases, manual triage required)
- HQ Staff unaffected
- Remote Staff unaffected (US)

Procedure:
Telephony Down

1. Notify Customer Base to use Support Portal or Email
2. Support Staff use Mobile Phones and/or Land Lines as needed

Email Down (Gmail/Corp Email)

1. Support Staff manually manage 'case' related communications
2. Support Staff use alternate email accounts as needed (personal email)

CRM Down

1. Notify Customer Base that CRM is down
2. Activate 'Spreadsheet' Case Tracking (Google Sheets)
3. Leverage 'Production' Database for Entitlements, Case History, Configuration data.

Video Conferencing/ScreenShare Down (Zoom)

1. Support Staff utilize alternate service as needed

Appendix B - RTOs/RPOs

Rank	Asset	Affected Assets	Business Impact	Users	Owners	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Comments / Gaps
1	Google Datacenters	Site	Core services	All	CEO	2 hours	15 min	
2	Corporate Office	Site	Inability to access data? Any other impacts?	All	CEO/COO			
	Corporate Network	Network	Inability to use network resources from corporate office	All	CEO/COO			
	Google Cloud	Network	Core services	All	CEO			
	Home Office ISP Networks	Network		Employees	CEO			
	Subcontractor Networks	Network		Service Support	N/A			
	Third Party Networks	Network		N/A	N/A			
	Company Laptops	Hardware		All	CEO/COO			