

Business Continuity and Disaster Recovery (BC/DR)

Policy Owner: Dan Pupek

Effective Date: 06/20/2022

Purpose

The purpose of this business continuity plan is to prepare all employees of Darwin Global or its divisions and its wholly-owned subsidiary and to all external parties with access to Darwin Global engineering data/information, information systems, networks, and system resources that in the event of extended 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 Darwin Global LLC or its divisions and its wholly-owned subsidiary

IT systems are business-critical. This policy applies to all employees of Darwin Global LLC and to all relevant external parties, including but not limited to Darwin Global LLC consultants and contractors.

The following scenarios are excluded from the BC/DR plan scope:

- Loss of availability for a production hosting service provider (production hosting service provider, Azure, or any third-party vendor)
- Loss of availability of Darwin Global LLC satellite offices (these will be considered incidents)

In the event of a loss of availability of a hosting service provider, the Chief Software Architect will confer with the Information Systems Operations Manager (ISOM) and the vendor to determine an appropriate response strategy.

Policy

In the event of a major disruption to production services and a disaster affecting the availability and/or security of the Darwin Global 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.

Continuity of information security shall be considered along with operational continuity.

In the case of an information security event or incident, refer to the Incident Response Plan.

Alternate Work Facilities

If the Darwin Global LLC office becomes unavailable due to a disaster, all staff shall work remotely from their homes or any safe location.

Communications and Escalation

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

Communications shall take place over any available regular channels including phone calls, emails, skype, and/or google meet video calls.

Key contacts shall be maintained on the on-call schedule and key contacts: https://docs.google.com/document/d/1yrWOPeja1hmKUJuL6jrRXUe_riAxsRvEO7EFnCnHjTk/edit?usp=sharing

Roles and Responsibilities

Role	Responsibility
Chief Software Architect	**The Chief Software Architect shall lead BC/DR efforts to mitigate losses and recover the corporate network and information systems.**
Information Systems Operations Manager (ISOM)	**Information Systems Operations Manager shall be responsible for communications with their departmental staff and any actions needed to maintain continuity of their business functions. The Information Systems Operations Manager shall communicate regularly with executive staff and the Chief Software Architect.**
Managers	**Managers shall be responsible for communicating with their direct reports and providing any needed assistance for staff to continue working from alternative locations.**
Tier 2 Support Manager	**The Tier 2 Support Manager, in conjunction with the ISOM shall be responsible for any external and client communications regarding any disaster or business continuity actions that are relevant to customers and third parties.**
Chief HR Officer	**The CHRO shall be responsible for internal communications to employees as well as any action needed to maintain physical health and safety of the workforce. The CHRO shall work with the IT Manager to ensure continuity of physical security at the Darwin Global LLC office.**

Continuity of Critical Services

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

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

KEY BUSINESS PROCESS	CONTINUITY STRATEGY
NexPort Learning Platform (Production)	Rely on Azure availability commitments and SLAs
IT Operations	Production IT Operations are managed by Azure. On premises IT is limited to developers and would not affect production operations. On premises workstations can be easily rebuilt and all working code is stored in source control.
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 that can be accessed securely by remote staff.
Sales and Marketing	All systems are vendor-hosted SaaS applications that can be accessed securely by remote staff.

Plan Activation

This BC/DR shall be automatically activated in the event of the loss or unavailability of the Darwin Global LLC office, or a natural disaster (i.e., severe weather, regional power outage, earthquake) affecting the larger Oklahoma and Florida regions.

Version	Date	Description	Author	Approved by
1.0	06/24/2022	SOC2/2022	Diana Hussein	

Appendix A - Business Continuity Procedures by Scenario

Business Continuity Scenarios

HQ (Lawton) 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)
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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

NexPort Solutions OKC Office Offline (power and/or network)

- CRM, Telephony, Video Conferencing/Screen Share & Corp Email unaffected
- Production Database offline (redundant)
- QA Staff unaffected
- Support Staff unaffected (US)
- Engineers unable to access development workstations

Procedure:

1. Notify Engineers and development work on hold
2. ISOM assesses the length of time until power/network is restored
3. Normal production operations continue

Disaster Event at HQ (Oklahoma & Florida)

- 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)

Procedures:

Telephony Down

1. Notify members of management, IT, and/or Operations
2. Notify Customer Base to use Support Portal or Email
3. Support Staff use Mobile Phones and/or Land Lines as needed

Email Down (Google Workspace)

1. Notify members of management, IT, and/or Operations
2. Support Staff manually manage ‘case-related communications
3. Support Staff use alternate email accounts as needed (Outlook/MS 365)

CRM Down

1. Notify members of management, IT, and/or Operations
2. Notify Customer Base that CRM is down
3. Activate ‘Spreadsheet' Case Tracking (Google Sheets)
4. Leverage ‘Production' Database for Entitlements, Case History, and Configuration data.

Video Conferencing/ScreenShare Down (Zoom)

1. Notify members of management, IT, and/or Operations
2. Support Staff utilize alternate services as needed (Google Meet)