Business Continuity Plan

Myra EB Systems

SOC 2 Criteria: CC5.3, CC7.5
ISO 27001 Annex A: A.17.1.1, A.17.1.2, A.17.1.3

Keywords: BIA, Status Page, Worksite Recovery

Purpose

This policy establishes procedures to recover Myra EB Systems following a disruption in conjunction with the *Disaster Recovery Plan.*

Policy

Myra EB Systems policy requires that:

- A plan and process for business continuity, including the backup and recovery of systems and data, must be defined and documented.
- The Business Continuity Plan shall be simulated and tested at least once a year. Metrics shall be measured and identified recovery enhancements shall be filed to improve the process.
- Security controls and requirements must be maintained during all Business Continuity Plan activities.

Roles and Responsibilities

This Policy is maintained by the Myra EB Systems Security Officer and Privacy Officer. All executive leadership shall be informed of any and all contingency events.

Line of Succession

The following order of succession ensures that decision-making authority for the Myra EB Systems Business Continuity Plan is uninterrupted. The CEO is responsible for ensuring the safety of personnel and the execution of procedures documented within this Plan. The Head of Engineering is responsible for the recovery of Myra EB Systems technical environments. If the CEO or Head of Engineering is unable to function as the overall authority or chooses to delegate this responsibility to a successor, the Business Operations Lead shall function as that authority or choose an alternative delegate.

Response Teams and Responsibilities

The following teams have been developed and trained to respond to a contingency event affecting Myra EB Systems infrastructure and systems.

1. HR & Facilities is responsible for ensuring the physical safety of all Myra EB Systems personnel and environmental safety at each Myra EB Systems physical location. The team members also include site leads at each Myra EB Systems work site. The team leader is the Head of HR who reports to the CEO.
2. DevOps is responsible for assuring all applications, web services, platforms, and their supporting infrastructure in the Cloud. The team is also responsible for testing re-deployments and assessing damage to the environment. The team leader is the Head of Engineering.
3. Security is responsible for assessing and responding to all cybersecurity-related incidents according to Myra EB Systems Incident Response policy and procedures. The security team shall assist the above teams in recovery as needed in non-cyber security events. The team leader is the Security Officer.

Members of the above teams must maintain local copies of the contact information of the Business Continuity Plan succession team. Additionally, the team leads must maintain a local copy of this policy in the event Internet access is not available during a disaster scenario.

All executive leadership shall be informed of any and all contingency events.

Policy

Business Impact Analysis (BIA)

The BIA will help identify and prioritize system components by correlating them to the business processes that the system supports. It will allow for the characterization of the impact on the processes if the system becomes unavailable. The BIA has three steps:

1. **Determine business processes and recovery criticality.** business processes supported by the system are identified and the impact of a system disruption on those processes is determined along with outage impacts and estimated downtime. The downtime should

reflect the maximum that an organization can tolerate while still maintaining the mission.

2. **Identify resource requirements.** Realistic recovery efforts require a thorough evaluation of the resources required to resume mission/business processes and related interdependencies as quickly as possible. Examples of resources that should be identified include facilities, personnel, equipment, software, data files, system components, and vital records.

3. **Identify recovery priorities for system resources.** Based on the results from the previous activities, system resources can more clearly be linked to critical mission/business processes. Priority levels can be established for sequencing recovery activities and resources.

See Appendix A for the BIA breakdown.

Work Site Recovery

In the event a Myra EB Systems facility is not functioning due to a disaster, employees will work from home or locate to a secondary site with Internet access until the physical recovery of the facility impacted is complete.

Myra EB Systems's software development organization has the ability to work from any location with Internet access and does not require an office-provided Internet connection.