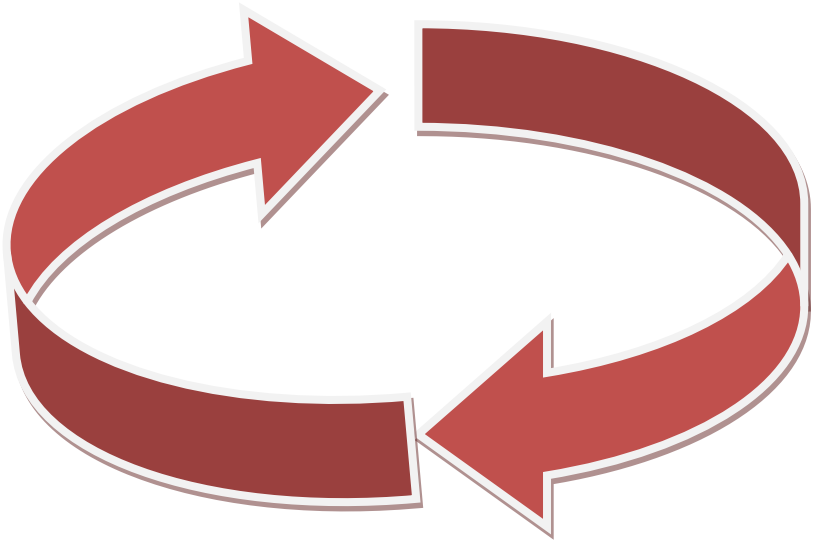


Business Continuity Plan

PORTFOLIO SAMPLE

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Emergency Contacts

Jason Lastname - CEO: (xxx) xxx-xxxx

j@online.com

Glyn Lastname - President: (xxx) xxx-xxxx

g@online.com

Ann Lastname - Executive Vice President: (xxx) xxx-

xxxx a@online.com

Stella Lastname - Vice President of

Compliance/Government Affairs: (xxx) xxx-xxxx

s@online.com

Jake Lastname - Executive Vice President of Client Relations: (xxx) xxx-xxxx

j@online.com

Mitch Lastname - Vice President of Technology: (xxx) xxx-xxxx

m@online.com

Tony Lastname - Vice President of Marketing and Sales (xxx) xxx-xxxx

t@online.com

Sheryl Lastname - Vice President of Administrations: (xxx) xxx-xxxx

s@online.com

Gerald Lastname - Vice President of Vendor Management/QA/QC: (xxx) xxx-xxxx

g@online.com

Introduction

(Early Development Process of the Business Continuity Plan)

Policy Statement

The purpose of this policy statement is to alert executive management and Company owners to the need for contingency planning. The Company (hereafter referred to as "Company") has developed a Business Continuity Plan (BCP) to respond to Significant Business Disruptions (SBDs). If the Company determines that it cannot continue normal business operations because of an SBD, the contingency planning program provides for transparent communication and continued operations. The program is designed to safeguard employees and Company property, minimize interruption to clients, support rapid recovery, and protect Company records and critical business functions.

Business Description

The Company is a mortgage servicing company with divisions in property preservation and inspections, hazard insurance recovery, REO asset management, property repair management, and valuation services. The BCP supports continuity of operations while protecting the confidentiality of client and mortgagor information.

Background Strategies

Contingency planning is a process of establishing strategies to:

- Minimize disruptions of service to the *Company* and its customers in the event of a disaster.
- Minimize financial loss.
- Ensure timely resumption of operations.

Execution of Policy

Executive Management at the *Company* is responsible for:

- Establishing policies, procedures, and responsibilities for maintaining and implementing comprehensive contingency planning.
- Reviewing and approving the contingency plan annually and documenting such reviews in the board minutes.

  The contingency plan is approved on or before January 15th of each year.

The Company Business Continuity Plan Overview

General Scope

The Company has developed a BCP that defines how it will respond to events that significantly disrupt business operations. Because the timing and impact of disasters and disruptions are unpredictable, the Company will remain flexible in responding to actual events.

Contacting Us

If after a significant business disruption, you cannot contact us as you usually do at (xxx) xxx-**xxxx** or from the *Company* website at www.online.com.

Jake Lastname, EVP of Client Relations	j@online.com
Stella Lastname, VP of Compliance/Governmen t Affairs	s@online.com
Mitch Lastname, VP of Technology	m@online.com

If you cannot access us through either of those means, the *Company* will make every reasonable attempt to contact you within 24 hours of the SBD.

Business Continuity Plan (Defined)

The Company plans to recover and resume business operations as quickly as possible following a significant business disruption. The BCP addresses employee and property safety, financial and operational assessment, protection of books and records, and continued customer transactions.

The BCP addresses the following:

- Data backup and recovery for all mission-critical systems
- Financial and operational assessments
- Alternative communications with customers, employees, and vendors
- Alternate physical locations for employees
- Updated procedures for clients and vendors

While every emergency presents unique circumstances, the Company will make every reasonable effort to respond quickly and effectively and return to normal operations.

Varying Disruptions

Significant business disruptions can vary in scope, from an event affecting only the Company or a single building to an event affecting the business district, city, or region. The severity of a disruption may range from minimal to severe. For an event affecting only the Company or its building, the Company will transfer operations to a redundant site when needed and expects to resume operations within two days. For an event affecting the business district, city, or region, the Company will transfer operations to a site outside the affected area and expects to resume operations within four days. The Company will continue to communicate with clients by email, telephone, or other available means. If an SBD is severe enough to prevent the Company from continuing business, the Company will provide clients, vendors, and employees with timely and transparent information regarding the situation.

For more information: Questions about the BCP should be directed to Stella Lastname, VP of Compliance/Government Affairs.

Execution Authority and Business Locations

Approval and Execution

Stella Lastname, VP of Compliance/Government Affairs, is responsible for approving the plan and conducting the required annual review. Stella, together with Jason Lastname, CEO, has authority to execute this BCP.

Plan Location and Access

The Company will maintain copies of the BCP, annual reviews, and documented changes. An electronic copy is maintained on the documentation tab of the Infinity System and updated annually by January 15. Periodic updates will be made quarterly as needed.

Office Location

The main office is located at xxxxx TX, xxxxx. The main telephone number is (xxx) xxx-xxxx. The Company also maintains a redundant secondary site at xxxx xxxx FL, xxxxx. This plan applies to applicable requirements of the states of Texas and Florida.

Alternate Location

If the main office is inaccessible, the secondary location will serve as a disaster command center for executive management strategic planning and assessment. The address is xxxx xxxxx FL, xxxxx. Executive management employees also have home-office facilities that may be used to continue business operations remotely. Emergency contacts are issued dedicated office cell phones for use during an SBD.

Alternate Communication

Between the Company and Customers, Employees, and Vendors

Clients

The *Company* communicates with its clients using the telephone, email, and fax. In the event of an SBD, the *Company* will assess which means of communication are still available to the *Company*. The *Company* will make every effort to contact its clients quickly to update them on the progress to resume regular business practices. The EVP of client relations will orchestrate the client's marketing process in the event of an SBD. A separate client contact database is kept by the EVP of client relations in the event an alternate source of business communication is required when standard information systems are not operational.

Employees

The *Company* communicates with its employees using telephone, email, or directly in person. In the event of an SBD, the *Company* will assess which means of communication are still available to the *Company* and use the medium closest in speed and form (written or oral) to the means that the *Company* has used in the past to communicate with the other parties. Employees may also check the *Company*'s website for links and updates: www.online.com.

The *Company* will also employ an organizational chart call tree so that Executive Management can reach all employees quickly during an SBD. Please see attachment 3, the *Company* Business Organizational Chart/Call Tree, on the back of the document.

The person responsible for invoking the call tree in the event of an SBD is Jason Lastname, CEO, or any of the following members of Executive Management:

- Jason Lastname, CEO
- Glyn Lastname, President
- Ann Lastname, EVP
- Jake Lastname, EVP of Client Relations
- Stella Lastname, VP of Compliance/Government Affairs
- Mitch Lastname, VP of Technology

Vendors

The *Company* now communicates with its vendors using the telephone, email, the *Company* website, fax, US mail, and face to face in some circumstances. In the event of an SBD, the *Company* will assess which means of communication are still available to the *Company* and use the medium closest in speed and form (written or oral.) For example, if the *Company* has communicated with a vendor by email. Still, the Internet is unavailable, the *Company* vendor management or the vendor's property specialist will contact the vendor via telephone. The *Company* will continue to make every effort to communicate promptly as the SBD dictates.

Public Announcement

Public announcements will not come from any specific department. All reports regarding the damages and department recovery will be made by department managers or supervisors directly to executive management.

All public announcements and comments to local media or others will be coordinated by: Stella Lastname, VP of Compliance/Government Affairs Office: (**xxx**) **xxx-xxxx**, Cell: (**xxx**) **xxx-xxxx**, Email: s@online.com.

If the media contact you, do not comment. Contact Stella Lastname with the name of the publication or news service, the reporter's name, and the reporter's phone number. Alternatively, direct the reporter to Stella Lastname using the contact information above.

Depending on the nature of the media response, the following are also authorized to speak on behalf of the *Company*:

For media responses, the following individuals are authorized to speak on behalf of the Company:

- Jason Lastname, CEO
- Ann Lastname, EVP
- Glyn Lastname, President
- Jake Lastname, EVP of Client Relations

Operational Risk Policy

Purpose

This policy aims to assess the risk elements related to disaster recovery in providing for the continuity of operations and to protect the Company and each department and functional area during emergencies. This policy and related plans and procedures place a priority on safeguarding personnel first; after that, ensuring the security of property, data, vital records, and the Company information processed by each area.

Policy Elements

Risk Management - To identify and evaluate various risks and how those risks can be managed should the need arise.

1. Compliance Risk - Maintaining legal compliance.
2. Reputation Risk - Retaining marketplace confidence by handling customers' transactions appropriately and timely.
3. Transaction Risk - Impacting earnings or capital due to problems with service or product delivery.

Disaster Analysis/Assessment

To develop a meaningful risk assessment for the *Company* and guide the potential types of disasters that could impact daily operations.
Develop a Risk Analysis Worksheet to include:

1. Probability or expectation that the potential disaster will occur. Rated 1 to 10: (1=remote, 5=possible, 10=high.)
2. Warning Time is rated one to five (1=48 hrs. warning, 3=24 hrs. warning, 5=no warning).
3. Duration and Severity evaluate the impact of such things as the duration of the risk and its potential Severity, rated one to five (1-minimal duration of risk or limited Severity, 3=moderate duration of risk-24 to 48 hrs.—5= lengthy duration of over 48 hrs. of severe impact on operations.
4. Ranking the risks and placing more emphasis on the highest potential risks.
5. Recovery Plan- Each risk is placed into one of the following Disaster Recovery Plans:
    1. Total disaster
    2. Physical damage to facilities
    3. Computer recovery
    4. Law enforcement and emergency service

Disaster Recovery Plans are included and elaborated upon in the Disaster Recovery Policy, are not included as part of this BCP. A copy of the comprehensive Disaster Recovery Plan is provided upon request.

Risk Analysis Worksheet

The risk analysis worksheet is provided below.

Type of Risk	Probability	Warning Time	Duration/ Severity	Ranking	Recovery Plan	Measures of Prevention
Technical Threats						
Failure of LAN/WAN Wiring	6	5	3	90	C	1. Maintenance contracts with hardware vendors. 2. Regular scheduled equipment preventative maintenance. 3. Computer room environment-raised flooring, Liebert cooling system, etc. 4. Offsite backup procedures in place if communications interference occurs. 5. Computer room located near power station. 6. Annual external and internal security assessments by third party security firm used to test firewall-intrusion detection-virus scanning measures installed in network.
Failure of System Software	8	5	2	80	C	
Failure/ Malfunction of CPU/Server/PBX	8	5	2	80	C	
Heating, or Air-Conditioning Failure	10	5	1	50	B	
Loss of Communication Lines	10	5	1	50	C	
Electronic Hackers	10	5	3	150	C	
Human Threats/Terrorists						
Assassination	2	5	4	40	D	1. Online CICS security system that can deactivate employees. 2. Access to the IT building and computer room has been restricted. 3. Emergency evacuation procedures. 4. Facility is located outside of downtown area. 5. Building monitored 24/7 for fire and break-in by major security firm.
Biological/ Chemical Contamination	5	5	2	50	D	
Bomb Threat	8	5	2	80	D	
Burglary/Theft	8	5	1	40	D	
Anthrax	7	5	3	105	D	
Kidnapping	8	5	3	120	D	
Vehicle Careening into Building	1	5	3	15	D	
Infectious Diseases (Pandemic)	2	1	5	10	D	1. Encourage employees to get flu shots. 2. Place educational articles in *Company* newsletter. 3. Provide magazines encouraging healthy lifestyles. 4. Post health posters in workplace. 5. Encourage use of antibacterial sprays and wipes.

Type of Risk	Probability	Warning Time	Duration/ Severity	Ranking	Recovery Plan	Measures of Prevention
Internal Disasters						
Internal Fire (Electrical, etc.)	9	5	3	135	B	1. Pre-action water system has been installed. 2. Fire extinguishers have been installed. 3. Fire Safety procedures. 4. No smoking allowed on the premises. 5. Maintenance contracts with vendors. 6. Maintenance contracts for heating/AC. 7. Power backup systems segregated within the building to help eliminate single points of failure and distribute loads.
Leakage of Water from Walls and Roofs	5	5	1	25	B	
Loss of Backup Power Systems	10	5	3	150	C	
Loss of Heat/ Air Conditioning	10	5	1	50	B	
Loss of Water for Restrooms, Cooling, etc.	8	5	1	40	B	
Natural Threats/External Disasters						
Earthquake	3	5	2	30	A	1. Pre-action water system has been installed. 2. Smoke and water detectors have been installed. 3. Fire safety procedures. 4. Access to computerroom has been restricted. 5. No smoking is allowed on premises. 6. No external windows in computer room.
Electrical Storm	8	5	2	80	C	
External Fire	4	5	2	40	B	
External Flooding	4	5	2	40	B	
Ice Storm	10	3	2	60	C	
Power Outage	10	5	3	150	C	
Tornado/Wind Storms/Hail	10	5	4	200	A	

Probability–Rated one to ten (1=low, 5=medium, 10=high). The likelihood that this risk will occur. Historical events (hail, flood, etc.), the impact of nearby industries (chemical or paper plants, etc.), location of facilities, staff characteristics, etc.

Warning Time–Rated one to five (1=48 hrs. warning, 3=24 hrs. warning, 5=no warning.)

Duration/Severity–Evaluating the impact of such things as the duration of the risk and its potential severity, rated one to five (1=minimal duration of risk or limited severity, 3=moderate duration of risk-24 to 48 hrs. 5=lengthy duration of over 48 hrs. of severe impact on operations.)

Ranking–Combined Impact. The ranking is the risk probability x the warning time x duration/severity. The ranking represents the combined impact of these factors. For example, the higher the probability, the more limited the warning time, the higher the duration of the severity of impact on operations, the higher the ranking-resulting in more significant concern.

Recovery Plan–Place each risk into one of the following Recovery Plans:

A=Total disaster
B=Physical damage to facilities
C=Computer recovery
D=Law enforcement and emergency service

Measures of Prevention–A list of preventive measures for each type of risk.

Outage Definition and Condition Codes

A wide variety of situations causes service interruptions. Service disruptions are categorized based on the expected duration of the outage. Outage lengths generally match the appropriate condition code as detailed in the table below, although conditions may change as determined by the executive declaration.

Short Outage time = 4 hrs. to 1 day

A short outage (power, physical damage, etc.) of a known or predetermined scope. This is a non-disaster event.

Extended Outage time = 1 to 7 days

An Extended outage is a period that would exceed the known scope of a Short Outage. During this type of recovery, the *Company* will begin restoring full image backups of the production servers.

Indefinite Outage time = 1 week to 1 month

An indefinite outage defined as the period when the *Company* would exceed the scope of an Extended Outage. In this instance, the *Company* will permanently move to its own reconstructed or new recovery facilities and begin full restoration of all applications and services from backup.

Condition Codes

Important: Use Condition Codes to inform the Company staff of the type of recovery effort and to reduce misinformation and confusion during the recovery effort.

Code	Condition	Outage
Code Yellow	An emergency condition has occurred; however, the extent of damage and length of an outage is unknown. When a Code YELLOW is issued, place plan participants at a heightened state of readiness. They will begin pre-disaster activities.	Short Outage time = 4 hrs. to 2 days.
Code Red	If the emergency condition has escalated to an extended outage (more than 48 hours) or the initial state is such that the outage would last beyond an acceptable period, a Code RED will be issued. A Code RED requires planning participants to immediately go to their staging or recovery facility and begin the recovery process.	Indefinite Outage time = 2 days +
Code Clear	Once the emergency condition stabilized (recovery code has ended), a Code CLEAR will be issued. Once you receive a Code CLEAR cease recovery activity and return to normal operations at the data center.	Return to Home Site

Continuity Plan of Management

Operation in Case of Emergency

If a catastrophic event renders the Company's standard management unable to perform its duties, the management succession process established in this plan will apply.

1. General

If an emergency event or disaster of such proportion that the duly constituted executive management staff is unable to function, suspend the applicable provisions of the bylaws and the affairs of the institution conducted as herein provided, so far as permitted by law.

2. Assignment of Duties

Executive Management may temporarily assign an officer's duties to another person and delegate such duties to that person as it deems proper.

3. Quorum

Any two (2) available executive management members shall constitute a quorum and have all the powers to perform all of the duties of the executive management team during a said emergency.

4. Facility

If the Company's corporate facility is damaged and unusable, the Company will conduct business from the designated strategic SBD command center until a permanent facility is available. The office number is (904) xxx-xxxx; fax is not currently provided.

5. Miscellaneous

Executive Management will make every reasonable effort to restore normal operations as soon as possible. When normal operations are restored, the emergency powers provided by this plan will cease.

Executive Management Responsibilities of Business Continuity Plan

During a disaster, the executive management team collectively is responsible for activating the disaster recovery plan and assuring procedural compliance with the policy.

Executive Management responsibilities include:

- Assist in determining the extent/level of the disaster.
- Activate the disaster recovery plan.
- Contact the security *Company* if premises are not secure or if armed security is necessary.
- Contact appropriate maintenance/repair contractors in the event of extensive facility damage.
- Activate call tree notification procedures.
- Activate another site notification (if applicable.)
- Inform Data Processing of the alternative site status.
- Request cellular phones as necessary.
- Arrange for essential support services required for daily operations (i.e., delivery services, mailroom.)
- Obtain/replace communication lines, cellular phones, and other equipment as necessary. (*See telecommunications section*)
- Secure ground/transportation (rental car/vans) if needed.
- Verify personnel status.
- Contact insurance companies and prepare claim form information, etc.
- Supervise and control disaster recovery activities.
- Efforts related to the salvage of the facility and records.
- Efforts related to the salvage of employee personal items.
- Organize requisition of supplies for employees.
- Meet daily with other managers to discuss progress and to receive duty assignments as the need arises.
- Monitor and control all disaster-related expenses.
- Maintain documentation relative to the disaster recovery process.
- Document status of recovery.
- Implementing Operational Risk Policy.

Succession of Executive Management

Interpretation of executive management policies, development of additional procedures, and significant operating decisions are the responsibility of an executive management team composed of:

Jason Lastname, CEO
Glyn Lastname, President
Ann Lastname, EVP
Jake Lastname, EVP of Client Relations
Stella Lastname, VP of Compliance/Government Affairs

This committee meets as often as needed, in person or by phone, and is also responsible for monthly reviews of all departments' operations to monitor performance and cost controls. Under the executive-management approach to decision-making, members are familiar with the Company's operations and can manage daily business situations in the absence of one or two members.

The CEO's duties are to manage the daily operations of the Company within the guidelines and policies established by the Company's Employee Handbook and overseen by Executive Management.

If the CEO position is vacant for an extended period, another member of Executive Management may perform the duties of the CEO.

The following chart displays the succession of the president:

Position	Executive
CEO	Jason Lastname
President	Glyn Lastname
EVP	Ann Lastname
EVP of Client Relations	Jake Lastname
VP of Compliance/Government Affairs	Stella Lastname

Corporate Level Continuity Matrix

Starting at the executive management level, SBDs move up or down the matrix model (highlighted below) depending on their severity. Most, if not all, loan-level client-related concerns are handled on the Specialist level, which is then monitored and escalated accordingly to the next level above it as the need arises. A toll-free number **(800) xxx-xxxx** is provided and will generally be fielded at the departmental management level and will either be passed up or down the corporate level continuity matrix model depending upon the severity of the SBD.

Corporate Level Continuity Matrix	
Management Level	**Corporate Functions**
Executive Management Level: Chief Executive Officer, President, Executive Vice President, Executive Vice President of Client Relations, Vice President of Compliance/Government Affairs,	The executive-level coordinates all corporate strategies and client relationships and interacts on all levels within the *Company* corporate level continuity matrix. The executive management level's main objective is to ensure that the clients are receiving the best quality service at all levels and does include significant business disruptions.
Administration Management Level: Vice President of Technology, Vice President of Administrations	The administration level works directly with all staff to ensure that human resources, accounting and IT functions within the *Company* are operating correctly. Any SBD disruption issues are coordinated with executive management and handled accordingly.
Executive Sales Management Level: Vice President of Marketing and Sales	The executive sales management level works directly with the clients when establishing the relationship and serving as the on-going liaison between the client and the Company. The executive sales management level often facilitates any matters not handled per the Company's standards and best practices per the client's specifications as they pass either up or down within the matrix. This level continues to monitor all business continuity, plan-related matters.
Departmental Management Level: Assistant Vice Presidents, Vice Presidents, Vendor Management, IT Management, and Supervisors.	The managers at this level are directly working with the clients and property vendors when resolving escalation matters either given to them by the property specialist and executive management, or by the clients themselves. Most client and vendor related issues are managed and monitored at this management level. AVP's and management work with the actual property specialist to resolve the specific client-related matters whenever necessary. Escalated cases requiring management approval are first given to the managers for support and are handled upward within the escalation complaint process accordingly. Any questions flowing downward are sorted out between the AVP's and managers. Each SBD is coordinated with executive management and handled in the same manner.
Property Specialists are assigned to specific SVC teams depending upon the client and department. Most Property Specialists coordinate work directly with clients as well as vendors on a loan-level basis. Most complaints flowing into the Property Specialist can be handled at this level but utilize the Department Management Level on an as-needed basis.	The property specialists work directly with corresponding client employees on a loan-level basis to complete any work ordered by the client. Any complaints directed to the property specialist are handled under the supervision of the managers. Each SBD is coordinated with executive management and processed in the same manner.

Technology Recovery

Pre-Disaster Responsibilities

1. Maintain a current inventory of all hardware systems, utilities, and application software.
2. Maintain a current list of vendors and other support contacts.
3. Conduct walk-through of computer and hardware areas to eliminate hazards.
4. Establish system backup and recovery procedures for the *Company* employee's workstations.
5. Facilitate the recovery of the *Company* employee's workstations.
6. Review and identify required disaster recovery documentation and manuals.
7. Have contracts, manuals, and documentation available from remote sites.
8. Document and update changes of system backup and recovery procedures.
9. Ensure operations are performing backup procedures as required.
10. Test backup/recovery procedures at the corporate location and the Internet Data Center (IDC.)
11. Review and analyze test results and implement modifications as necessary.

Disaster Responsibilities

1. Review current disaster situations, recovery procedures, roles, and responsibilities.
2. Establish alternatives and acquisition procedures for missing documentation and backup media.
3. Restore critical production servers from full-image backups using recovery procedures.
4. Verify recovered server availability and performance.
5. Provide other recovery teams with an ongoing status and notification of server availability.
6. Provide technical support for other groups as necessary.
7. After a damage assessment, assume responsibility from the assessment team for appropriate salvage, repair, or replacement of IT equipment.
8. Prepare for and execute procedures to return to the renovated/reconstructed the Company corporate facility when ready.

Post-Disaster Responsibilities

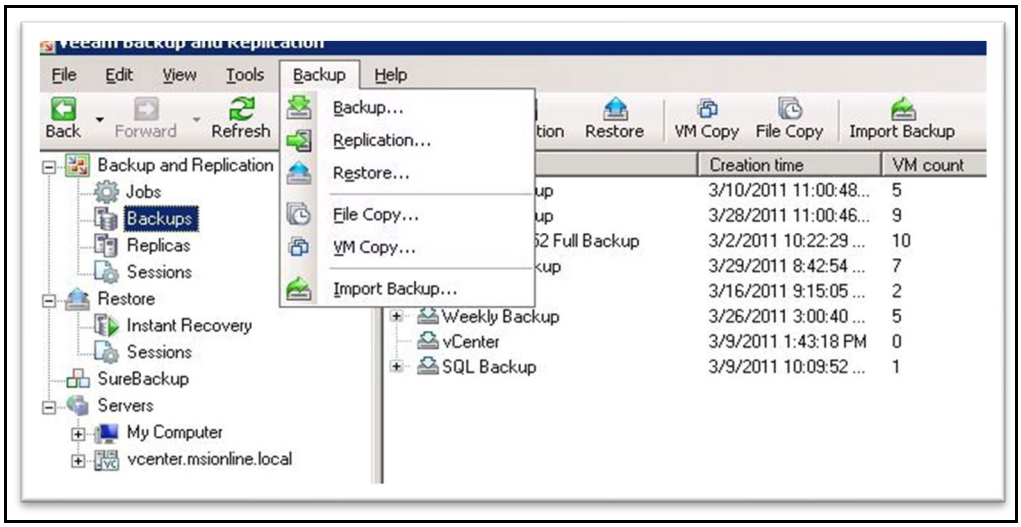
1. Assess the effectiveness of the team during the disaster.
2. Revise/Update team tasks and procedures as needed.
3. Implement updated tasks and procedures into plan testing requirements.
4. Revise/Update existing production procedures.

Offsite Backup Recovery Process

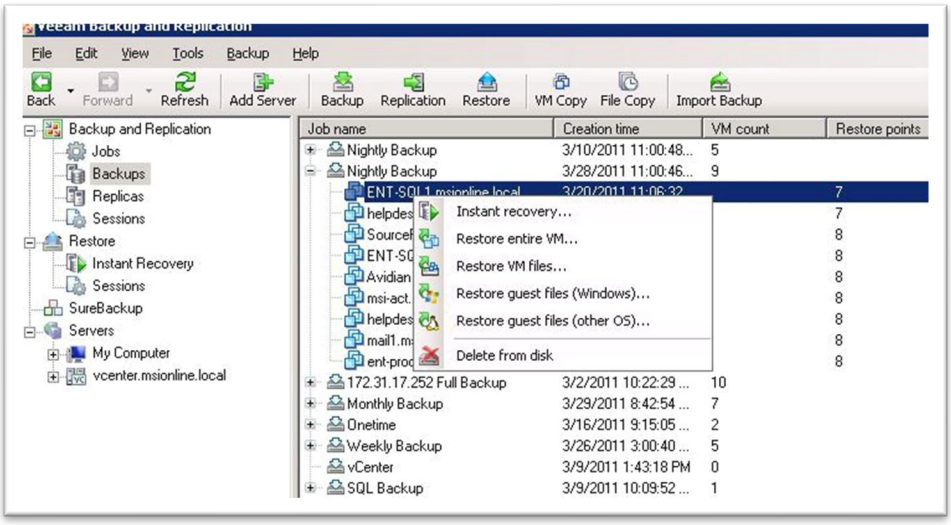
The Company backups are stored as sets of Synology stations drives here at the data center and the Company's location. These backups happen on a fixed schedule that will be given in the backup schedule on the following pages.

Veeam Backup recovery Process

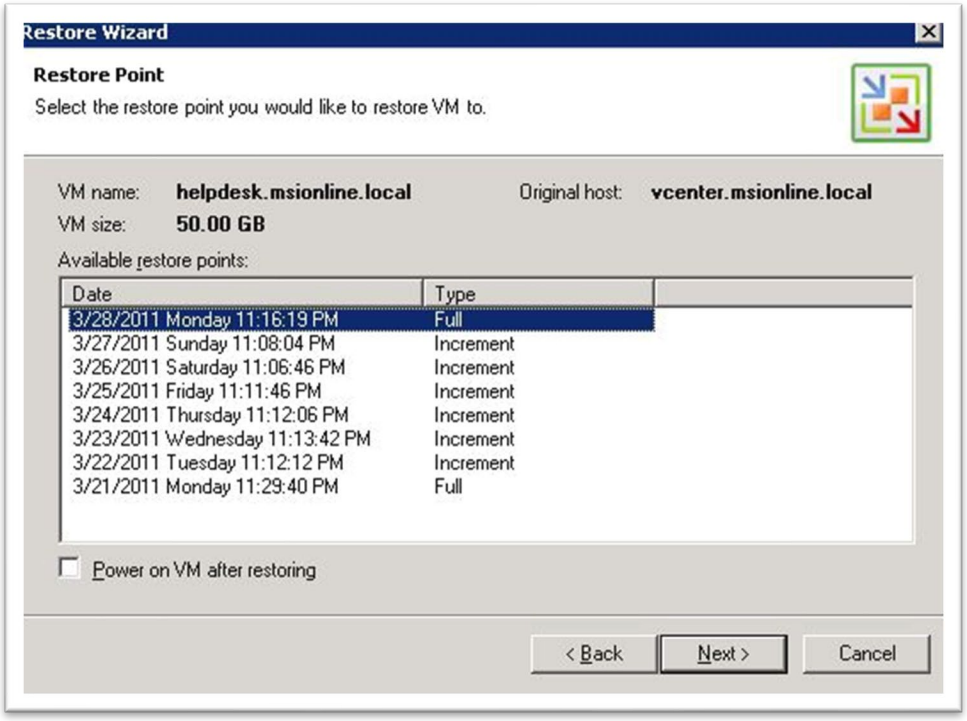
1. Veeam Backup and Replication is located on the center.online.local. If this server is not available in the event of a disaster, the software can be installed on any workstation or server on the corporate network. Obtain the software: http://www.xxxxxxxxxxxxxxxxxxxxxxxxxx
2. Click the "Import Backup" button and select the relevant. VBK files. This option can also find in the "Backup" menu item.



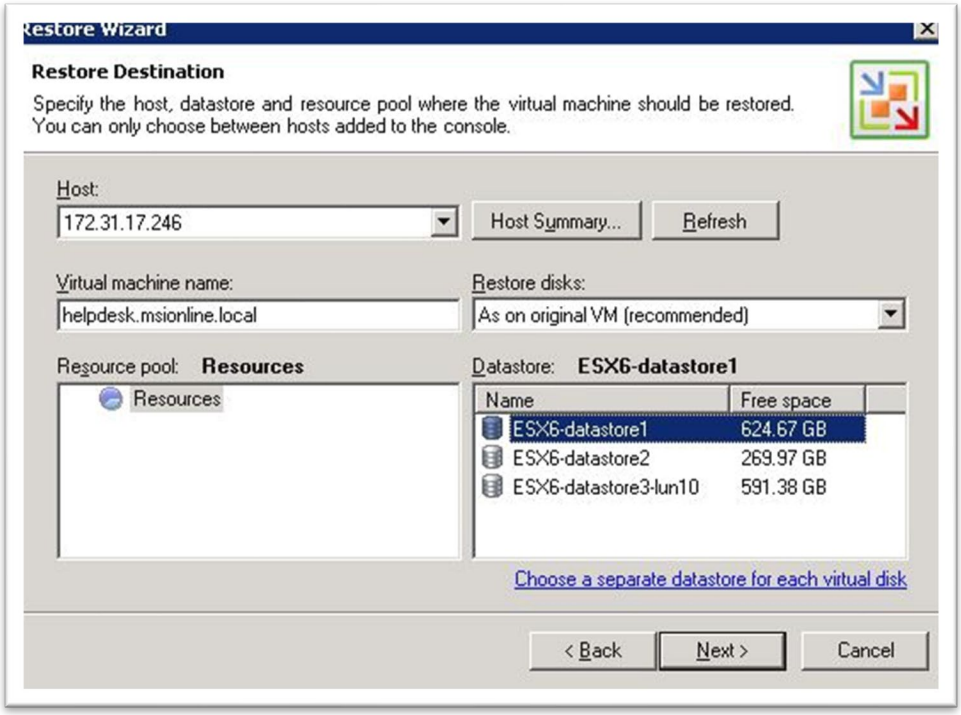
3. The Backups icon under the Backup and Replication tree will now be populated with images to restore. Expand the backup job, right-click the VM you would like to repair, and select restore entire VM from the menu.



4. Select one of the available restore points



5. Select a restore destination within your vCenter Environment and the Datastore or Resource Pool you would like to utilize.



6. Veeam will then prompt for a restore reason. Once you click "Finish," the restore job will begin. You can check the job's progress by clicking the "Sessions" item under the "Restore" tree.

Off-Site Backup Policy

Store all backups on secure drives at the corporate location.

Email Exchange Recovery Process

All email is managed via the MS Exchange platform and hosted by the *Company*. The Exchange server is housed in an SSAE 16 compliant data-center and undergoes nightly differential backups with periodic full-image backups every Monday morning. The reserves are then copied nightly based on the *Company's* off-site backup policy.

The *Company* also utilizes Microsoft Forefront Online Protection for Exchange, a third-party archiving service that provides architecture independence and 10-year retention policy.

In the event of a disaster at the *Company's* headquarters, all employees can access their email from a remote location via Outlook Web Access. This function enables the *Company* to notify clients about any potential delay or change in service.

Website Service Architecture and Redundancy

The *Company's* Web Servers undergo weekly full-image backups and can restore within an hour to a hot ESXi host on-site at the *Company's* SSAE 16 compliant IDC. JIRA/SVN ensures that the *Company* always has several concurrent copies of source code across many nodes to publish.

VMware vCenter and HP Insight Lights Out provide hardware and device auditing to continuously monitor all aspects of our server's operation, including processor usage, disk usage, network usage, service status, hardware status, and availability. VMware vCenter hardware monitoring configured with thresholds and scenarios for all equipment in which warning events should be raised. In all cases, the *Company's* IT staff receives the notification of the triggered event via email; the level of information is dependent on the severity of the outage or failure. The most severe events will trigger continuous notifications on a minute-by-minute basis until a technician acknowledges the alarm; this ensures that the *Company* always has full and proactive visibility of our equipment's health and reliability.

The *Company's* primary types of servers for its business systems are Dell PowerEdge R810 servers with a mix of Microsoft Windows Server 2008 R2 and VMware ESXi Hypervisor operating systems. There are four primary functions fulfilled by these servers:

- Web/Application/FTP Server
- Database Server
- Process Server
- File Server

The primary supplier for all servers operated by the *Company* is Dell. All servers have support contracts extended for two years from the date of purchase. Server equipment is typically decommissioned from production use after 36 months for preventative purposes and keeps pace with emerging technology.

Disks

All critical servers have redundant swappable disk configurations. In the event of a disk failure, the hot spare automatically takes over the operation. A notification is received of the failure and the replacement disk is on site within 4 hours. In the event of a failure beyond the tolerance of our RAID configuration, the *Company* maintains on and off-site backups of the production file servers which can be restored from.

Networking Equipment and Firewalls

The *Company* utilizes Cisco ASA5520 firewalls. All devices are purchased new with a 3-year support contract. All firewalls are backed up daily to our file/TFTP server. The *Company* deploys 3Com switches internally. These are layer 2 network switches and can be replaced quickly in the event of an outage. No configuration is required for internal switches.

Internal Documents and Domain Controller Backup Redundancy

All documents stored on the *Company*'s file server are backed up on a nightly basis. These backups are then secured in accordance to the *Company*'s Off-Site Backup Policy.

The *Company* maintains redundantly configured Active Directory and Domain Controllers to limit the potential for internal outage. All servers are backed up based on the *Company*'s server backup policy and follow Off-Site Backup Policy.

IDC Location and Admittance Protocol

AT&T IDC
11830 Webb Chapel Rd.
Dallas, Texas 75234-7722

All technicians must have a valid Driver's License to be admitted into the facility. No open-toed shoes or sandals are permitted. It is recommended that a technician visits the IDC in advance to obtain a badge, as it can take a great deal of time for AT&T to execute its first-time technician security protocols. An administrator must be present for changes to the cabinet access list be made. All individuals listed below are allowed access to the IDC facility. Third-party access will be granted upon submission of an access request to AT&T by the account administrator.

Employee Name	Access Type
Jason	Administrator/Billing
Mitch	Administrator/Technician/Billing
Rob	Technician
Wilson	Technician
Chuck	Technician
Cristian	Technician
Kurt	Technician

Phone Operations

All telephone traffic is routed over SIP connections from Broadvox, the *Company's* Telco provider. The local switch traffic managed through OfficeServ 7400 unit located at the *Company's* headquarters. If an outage occurs that affects the phone system, the *Company* has a maintenance contract with C2MTech and will enlist them to replace the hardware and restore from their backups. The maintenance contract guarantees that telephony systems will be fully operational within two hours. Contact information for C2MTech and Broadvox is provided below:

C2MTech	*Broadvox*
Phone number: **xxx-xxxxxxx**	*Phone number:* **xxx-xxxxxxx**
Email: supt@c2mtech.com	*Email:tech@broadvox.com*

Execution of Emergency Plan

IT staff ensures that several spare workstations are available for immediate use in the event of a failure. Should the need arise to replace damaged equipment - a detailed inventory is kept of all IT assets and a vendor contact list for the relevant suppliers. Both of these documents are stored on the production file server and included in the *Company's* Server backup policy.

Because the *Company's* business system is entirely web-based, all employees can access *Company* resources and do their job from a remote location. Outlook Web Access also enables remote access to an employee's email and business contacts. Also, employees have a copy of the BCP to ensure they are prepared to handle an extended outage.

Alternate Site if needed

Should the need arise, executive and management staff could be relocated to the Florida branch to engage in strategic planning and coordination of Disaster Recovery efforts.

xxxxxxxxxxxxxxx
FL, **xxxxxxx**

The site is located one-thousand miles away to lessen the likelihood of any geographic-specific disasters impacting both sites.

How to use Outlook Web Access

In this packet, you will learn what Outlook Web Access (OWA) is and how to use it. You will also learn why to use it. If you have any questions, please contact your network administrator or IT department or Helpdesk.

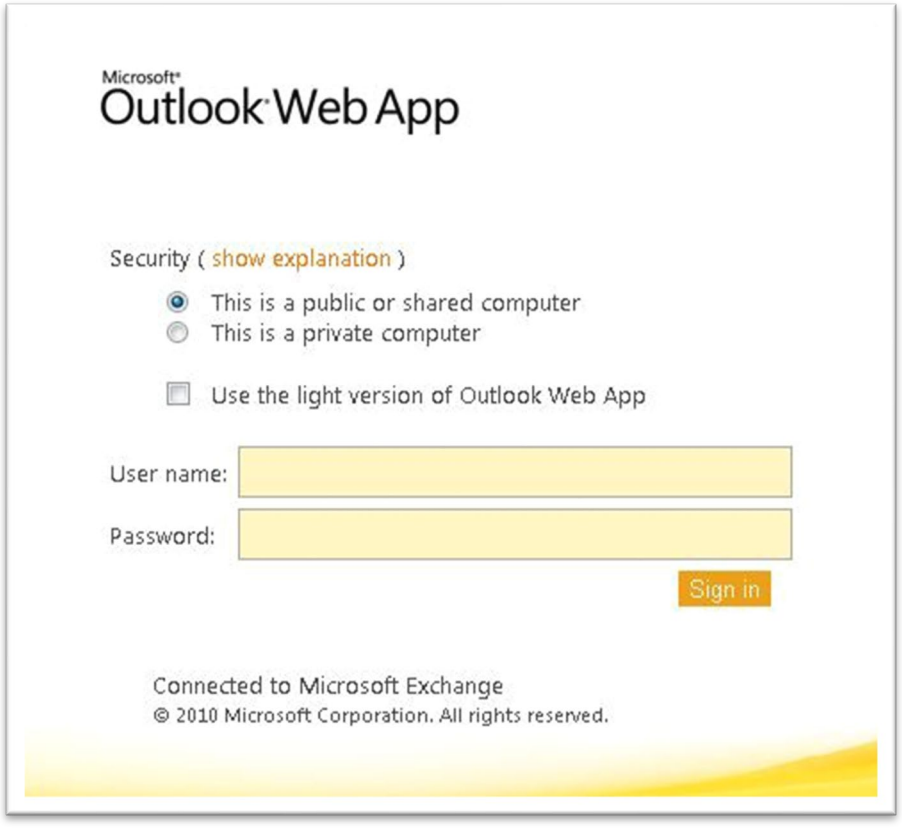
OWA was created to access a Microsoft Exchange mailbox from a remote location. Exchange handles all of email traffic and also houses the server-side email storage. When you open Outlook on your desktop, it connects to Exchange Server so that you can access your emails. *It is part of the Microsoft Servers line of server products and used by enterprises using Microsoft infrastructure solutions. Exchange's major features consist of electronic mail, calendaring, contacts and tasks; support for mobile and web-based access to information; and support for data storage.)*

OWA allows you to connect remotely to the exchange server and into your email box. You can access your email calendar as well. Provided below is a link for OWA.

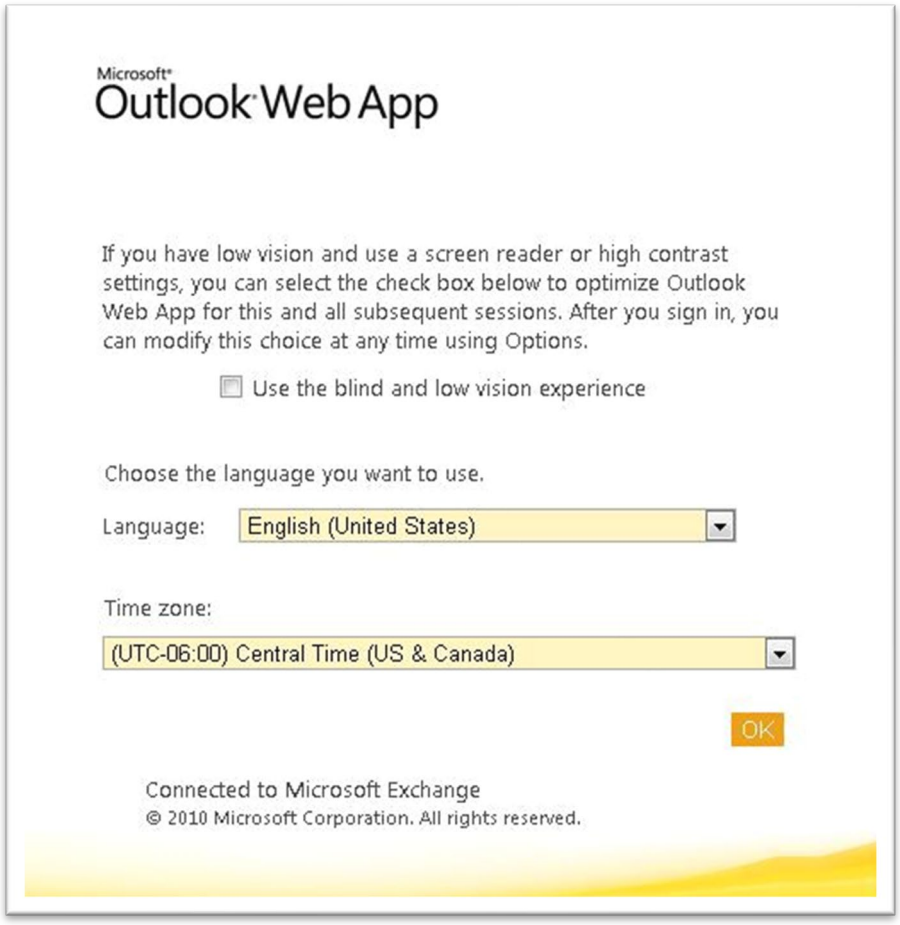
mail.online.com or mail.insight.com

You will need to follow the link for OWA above *(you can click on the link, or you can type it into your email browser)*

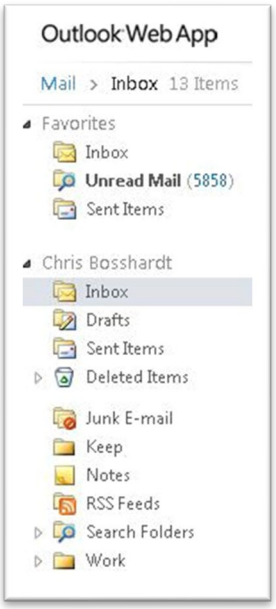
See the OWA screen below. Select the radial button for a private or shared computer, depending on your circumstance. You will then need to enter your User Name and Password; these are the same credentials that you use to log into your computer at work. Typing in your full email address will result in an authentication error.



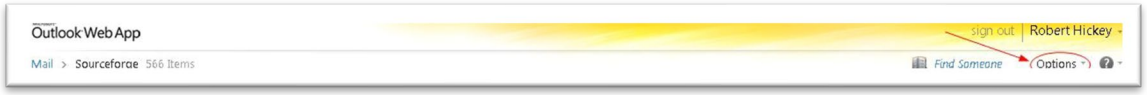
Log in and select your time zone. If you do not, the default time may not synchronize with your location. A side effect of this is that your Out of Office Assistant will not work as intended until the correct time zone is selected.



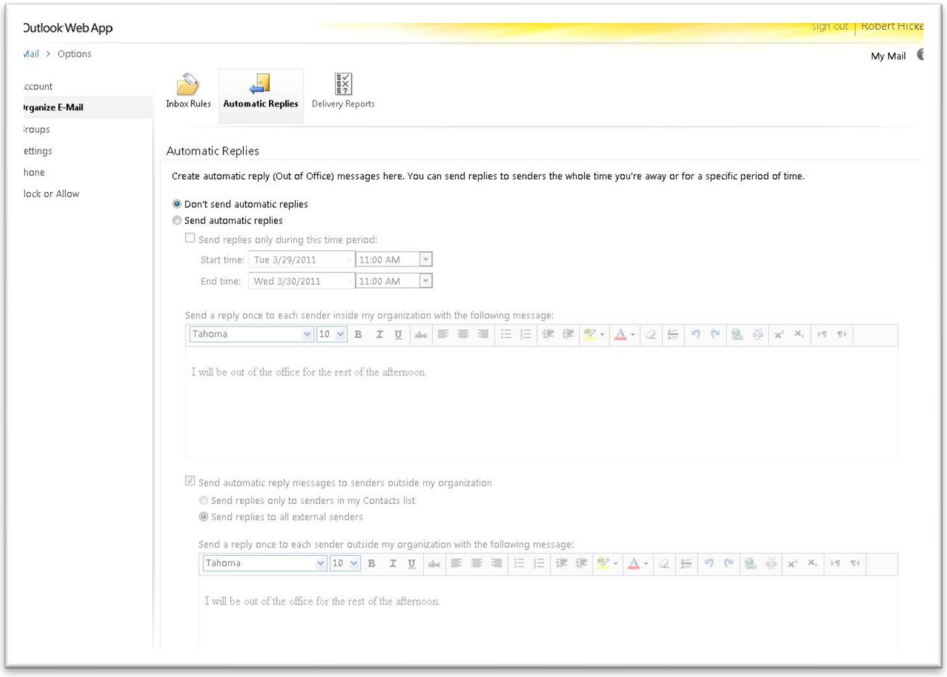
After "OK" is selected, you will see your e-mails. Personal folders (.pst files) will not be available in Outlook Web Access; this includes your archive mail.



To set your Out of Office Assistant, you will select the options button on the upper right-hand portion of the screen and click "Set Automatic Replies."



You will be able to set automatic replies for both internal and external senders. You can also select the times that you would like to have this message displayed.



After automatic replies set, log out (located in the upper right corner of the screen). This interface connects directly to the Exchange server, so that means that you do not have to stay logged on with your workstation or remote device — the Out of Office replies will still go out even if your Outlook is closed. Please let IT know if you have any questions. We would be happy to demonstrate an OWA walkthrough to any who are having trouble.

Complete Backup Schedule

Server Description	Type Location	IP Address VMware Server	Full Bi-Monthly	Incr/Dif	Backup Software Backup File Location
Continuous Integration	AT&T Datacenter	172.31.17.102	Saturday	Daily	Veeam Backup & Replication
app1dev	AT&T Datacenter	172.31.17.210	Saturday	Daily	Veeam Backup & Replication
web1dev	AT&T Datacenter	172.31.17.213	Saturday	Daily	Veeam Backup & Replication
sqldev	AT&T Datacenter	173.31.17.212	Saturday	Daily	Veeam Backup & Replication
Photo Manipulation PC	AT&T Datacenter	173.31.17.126	Friday	Daily	Veeam Backup & Replication
Mail	AT&T Datacenter	172.31.17.204	Wednesday	Daily	Veeam Backup & Replication
AV01	AT&T Datacenter	172.31.17.208	Friday	Daily	Veeam Backup & Replication
LIC01	AT&T Datacenter	172.31.17.207	Friday	Daily	Veeam Backup & Replication
Phone	AT&T Datacenter	172.31.17.21	Friday	Daily	Veeam Backup & Replication
vCenter	AT&T Datacenter	172.31.17.200	Friday	Daily	Veeam Backup & Replication
DC02	AT&T Datacenter	172.31.17.202	Friday	Daily	Veeam Backup & Replication
fs1prod	AT&T Datacenter	172.31.17.219	Monday	Daily	Veeam Backup & Replication
web1prod	AT&T Datacenter	172.31.17.209	Friday	Daily	Veeam Backup & Replication
sqlprod	AT&T Datacenter	172.31.17.203	Tuesday	Daily	Veeam Backup & Replication
DC01	AT&T Datacenter	172.31.17.201	Friday	Daily	Veeam Backup & Replication
app1prod	AT&T Datacenter	172.31.17.205	Friday	Daily	Veeam Backup & Replication
Relay1	AT&T Datacenter	172.31.17.211	Friday	Daily	Veeam Backup & Replication
web2prod	AT&T Datacenter	172.31.17.218	Friday	Daily	Veeam Backup & Replication
app1qa	AT&T Datacenter	172.31.17.216	Sunday	Daily	Veeam Backup & Replication
sq1qa	AT&T Datacenter	172.31.17.214	Sunday	Daily	Veeam Backup & Replication

Server Description	Type Location	IP Address VMware Server	Full Bi-Monthly	Incr/Dif	Backup Software Backup File Location
web1qa	AT&T Datacenter	172.31.17.214	Sunday	Daily	Veeam Backup & Replication
ent-dev2	AT&T Datacenter	172.31.17.230	Saturday	Daily	Veeam Backup & Replication
Portal Developers Machine	AT&T Datacenter	172.31.17.76	Friday	Daily	Veeam Backup & Replication
Developer Tools Server	AT&T Datacenter	172.31.17.30	Friday	Daily	Veeam Backup & Replication
Deployment Server	AT&T Datacenter	172.31.17.160	Friday	Daily	Veeam Backup & Replication
sqltools	AT&T Datacenter	172.31.17.112	Friday	Daily	Veeam Backup & Replication
web1	AT&T Datacenter	172.31.17.250	Friday	Daily	Veeam Backup & Replication
ds4	AT&T Datacenter	172.31.17.8	Friday	Daily	Veeam Backup & Replication
WEB1	AT&T Datacenter	172.31.17.245	Friday	Daily	Veeam Backup & Replication
proc1	AT&T Datacenter	172.31.17.244	Friday	Daily	Veeam Backup & Replication
web2	AT&T Datacenter	172.31.17.137	Friday	Daily	Veeam Backup & Replication
ent-sql1	AT&T Datacenter	172.31.17.249	Tuesday	Daily	Veeam Backup & Replication
Application Server 1	AT&T Datacenter	172.31.17.14	Friday	Daily	Veeam Backup & Replication
Accounting Server 1 – QuickBooks	AT&T Datacenter	172.31.17.247	Friday	Daily	Veeam Backup & Replication
ds3	AT&T Datacenter	172.31.17.7	Friday	Daily	Veeam Backup & Replication
Accounting Server 2 – Mass200	AT&T Datacenter	172.31.17.5	Friday	Daily	Veeam Backup & Replication
fs1	AT&T Datacenter	172.31.17.2	Monday	Daily	Veeam Backup & Replication
QA Server	AT&T Datacenter	172.31.17.243	Sunday	Daily	Veeam Backup & Replication

Hardware/Software Vendor Contact Information

(In the event a 3rd party vendor is non-responsive, use direct manufacturer information)

Direct Manufacturer Contact Information

Hewlett Packard	(Hardware)	VMWare	(Virtualization)
Phone:	**1-xxx-xxx-xxxx**	Phone:	**1-xxx-xxx-xxxx**
Website:	http://www.hp.com	Phone:	http://www.vmware.com
Veeam	(Virtual Machine Backup)	Apple	Laptops
Phone:	**1-xxx-xxx-xxxx**	Phone:	**1-xxx-xxx-xxxx**
Website	http://www.veeam.com	Website:	http://www.apple.com/support/
Cisco	(Networking/Firewall)	Lenovo	Laptops
Phone:	**1-xxx-xxx-xxx**	Phone:	**1-xxx-xxx-xxxx**
Website:	http://www.cisco.com	Website:	http://www.lenovo.com

HP Hardware

Company: Synergy x, LLC
Contact: Andrew
Website: http://www.synllc.com
Email: a@synllc.com
Address: **xxx** Cx Trail
Medina, MN, **xxxxx**
Phone: **1-xxx-xxx-xxxx**

- **WMWare Server:** (DL380-G7 servers can be used in place of DL380-G6)
  - 3x HP DL380 G6/G7, 144gb RAM, 16x 300gb 10k drives, 512 Raid Controller, Drive Expansion Bay to support 16 drives, must support Raid 50 and/or Raid 6.
- **File/Backup Server:**
  - Backup Disk Array Synology DS1512+, DS510
- **SAN:**
  - 1x Dell PS6110, x24 3Tb SAS, Raid 50
  - 1x Dell PS6110, x7 400Gb SSD, 17x 600gb 10k, Raid-6
- **KEYBOARD/MONITOR/MOUSE:**
  - 1x HP KVM 16 port IP.
  - 8x KVM Cables.
  - 1x HP TFT7600 1U Keyboard/Monitor.
- **Desktop Computers**
  - 150 x Dell Vostro 260s Desktop PC - Intel Core i3s 3.30GHz, 2GB DDR3, 225GB HDD, DVDRW, Windows 7 Professional 64-bit.

Mobile Computers

Company: TigerDirect.com
Contact:
Website: http://www.tigerdirect.com
Email:
Address: **xxxxxxxxxxxxxxxx**
Miami, FL, 33144
Phone: 1-**xxx-xxx-xxxx**

- **Lenovo Laptops:** (*Thinkpad*)
  - 10x Lenovo ThinkPad T410 2518 Laptop Computer - Intel Core i7-620M 2.66GHz, 4GB DDR3, 500GB HDD, DVDRW, 14.1" WXGA+, Windows 7 Professional 64-bit, Black

Cisco/Networking Hardware

Company: GeneralxTech,l.p.
Contact: Tommy
Website: http://www.gxx.com
info@general.com
sales@general.com
technical@general.com

Address: **xxxxxxxxxxxxxx**
Dallas, Texas, 75247

Phone: **xxx-xxx-xxx** (main)
Phone: **xxx-xxx-xxxx** (mobile)
Fax: **xxx-xxx-xxxx** (e-fax)

- **NETWORKING:**
  - 1x HP 24 port Switch full Gigabit on all ports.
  - 1x Cisco ASA5520 Security Appliance (order from GeneralDataTech)

Software Licensing

Company: Insit
Contact: Morten S.
Website: http://www.xxxx.com
ms@xxxx.com

Address: **xxxx xxxxxxxx**
xxxx, Arizona, **xxxxx**

Phone: **xxx-xxx-xxxx** Ex: **xxxx**
Fax: **xxx-xxx-xxxx**

- **MICROSOFT LICENSING:**
  All Microsoft open-license software is accessible from https://eopen.microsoft.com
  - Microsoft Windows 2008 ServerR2 - Open License
  - Microsoft Windows 2008 Server - Open License
  - Microsoft Windows 2003 Server - Open License
  - Microsoft Windows 7 Professional - Open License
  - Microsoft Office 2003 and 2007 - Open License
- **Miscellaneous Software**
  - Trend Micro - Office Scan - Bulk License
  - Veeam Backup and Recovery - 6 Licenses
  - VMWare Essentials - 3 Licensed Servers
  - Symantec Backup Exec 12.5 - 1 Licensed Server

Software Summary

Application	Installed	Own	License Plan	Invoice #	License #	Cost	Comments
Adobe Acrobat X Pro	1	1	Retail	AD003600787	118-1163-6656-8216-2517-3516	$215.4	
Adobe Firework CS5	1	1	Retail	AD003772579	1193-1064-4869-0533-0654-0081	$323.67	
Ajax Uploader Small Business (10 domains)	1	1	Retail	e5-US-209-00000297923		$299.00	
Chilkat Bundle		1	Retail	e5-US-2009-00000298426		$439.00	
ComponentOne Studio Enterprise		1	Retail	C194987, C1101799, C1109784, C1111882	Changes w/ renewal	$2,780.00	~$510/renewal with annual increases
ComponentOne Studio for WinForms		1	Retail	C194987, C1101799, C1109784, C1111882	Changes w/ renewal	$1,500.00	~$380/renewal with annual increases
Idera SQL Diagnostic Manager	1	1	Retail	INV33439		$2,163.74	Diagnostic manager: $1803.12 & Diagnostic Manager Maintenance: $360.62
Jira		15	Retail			$3,600	
Macrium Reflect		2	retail	386MGV7-4ZUR4	01E6D4E-5F2B-CC23-7326-DE5E and 01E6D4D-4212-FC9C-0264-9670	$90.93	
Macrium Reflect plus Additions		2	Retail	386MX3W-B235M	05E6D4C-8E84-8F22-741A-A106 and 05E6D4B-71B1-5513-BED7-BE06	$110.91	

Application	Installed	Own	License Plan	Invoice	License #	Cost	Comments
Microsoft Business Contact Manager 2010		10	Partner Program				
Microsoft Dynamics CRM 4.0 Workgroup Edition CALs		5	Partner Program				
Microsoft Dynamics CRM 4.0 Workgroup Server		1	Partner Program		TWG4P-6DG8Q-GQ3FD-HY6KT-Q2K28		
Mircosoft Dynamics CRM Workgroup Server 4.0 (For Partners-MAPS)		?	Partner Program		QWH4R-B39XM-X4X7F-P9Q4H-48JKY		
Microsoft Exchange 2010 Enterprise CALs		10	Open Licensing	903109907		$399.90	$39.99/user
Microsoft Exchange 2010 Standard CALs		10	Open Licensing	903109907		$622.00	$62.20/user
Microsoft Exchange Server 2010 CALs		10	Partner Program		GB3QB-PFYFW-CJQYM-PVHTR-DKC9J		
Microsoft Exchange Server 2010 Standard Edition		1	Partner Program				
Microsoft Exchange Server Standard 2007 X64		?	Partner Program		PM9T7-Q2YK8-MRYD7-HM3GK-WB2VT		

Application	Installed	Own	License Plan	Invoice	License #	Cost	Comments
Microsoft Forefront Threat Management Gateway 2010 Standard Edition (per processor)		1	Partner Program				
Microsoft Internet Security & Acceleration Server Standard Edition 2006 (for Partners)		?	Partner Program		VMP9B-WH28R-BDKMF-KRFHJ-RYWJQ		
Microsoft Lync Server 2010 Enterprise CALs		10	Partner Program				
Microsoft Lync Server 2010 Standard		1	Partner Program				
Microsoft Lync Server 2010 Standard CALs		10	Partner Program				
Microsoft MapPoint 2010 Europe		10	Partner Program				
Microsoft MapPoint 2010 North America		10	Partner Program		QY8WK-9P4HP-MMYRJ-DRXKY-QK9D6		
Microsoft Office 2007 Enterprise Edition (MAPS)		?	Partner Program		CPHBH-2FQRY-XK@PB-MJWCC-CC3C8		
Microsoft Outlook 2007 with BCM		?	Partner Program		CPHBH-2FQRY-XK2PB-MJWCC-CC3C8		

Application	Installed	Own	License Plan	Invoice	License #	Cost	Comments
Microsoft Office Professional Plus 2010		10	Partner Program		4G9CD-X86TV-RYPDT-P6VXH-PFC4P		
Microsoft Office Project Profes-sional 2007		?	Partner Program		PYCF4-KRWJQ-VVDGG-4KMXD-238TT		
Microsoft Office Visio Professional 2007		?	Partner Program		MBVCX-G4KBX-4M4RT-9CYRR-MHWTT		
Microsoft Project Professional 2010		5	Partner Program		2XR6Q-K69HP-DPGV4-DT8D3-MYBDR		
Microsoft SharePoint Server 2007 Standard & Enterprise		?	Partner Program		KFYHC-2KCCG-BV2BK-DM6DQ-8TVGM		
Microsoft SharPoint Server 2010		1	Partner Program		FFWTG-BVXMB-4WM4Q-XGQX8-PV93R		
Microsoft SharePoint Server 2010 CALs		10	Partner Program				
Microsoft SQL Server 2008 R2 CAL		10	Partner Program				
Microsoft SQL Server 2008 R2 Enterprise		1	Partner Program		V29F4-FD8HC-WTVP9-2D79D-C7RQG		

Application	Installed	Own	License Plan	Invoice	License #	Cost	Comments
Microsoft SQL Server Standard Edition 2008 (For Partners - MAPS)		?	Partner Program		RQWC6-9GYX4-Q8378-HV88D-R3C48		
Microsoft System Center Data Protection Manager 2007 (For Partners)		?	Partner Program		Q4HMM-R3XH4-34Q9K-DKFT3-6G6WY		
Microsoft System Center Data Protection Manager 2010 client ML		10	Partner Program				
Microsoft System Center Data Protection Manager 2010 server ML Enterprise		3	Partner Program				
Microsoft System Center Essentials 2007 (For Partners)		?	Partner Program		R2XCP-YWBKK-FHRT8-JGXRY-PMB9W		
Microsoft System Center Essentials 2010		1	Partner Program		H7M9F-RTTWM-VVVW2-VHTKV-PJK2D		
Microsoft System Center Essentials 2010 client ML		10	Partner Program				
Microsoft System Center Essentials 2010 server ML Enterprise		3	Partner Program				

Application	Installed	Own	License Plan	Invoice	License #	Cost	Comments
Microsoft TechNet for Microsoft Action Pack Solution Provider		1	Partner Program				
Microsoft Visio Professional 2010		10	Partner Program		6V6PC-M3VMK-9WKJK-KCVWV-H4DVQ		
Microsoft Visual Studio 2008 Professional		3	Retail	274596			
Microsoft Windows 7 Professional		10	Partner Program		J4V99-MCPQG-BC36K-KHR6K-8BG27		
Microsoft Windows 7 Professional		40	Open Licensing	902113366, 902240211, 901958522		$6,401.48	Bought in batches of 10, 20, 10
Microsoft Windows 7 Ultimate		1	Partner Program		BQ764-G3MKW-4H2T9-2Y463-KWJ43		
Microsoft Windows Essential Business Server Standard Edition 2008 Management Server (For Partners - MAPS)		?	Partner Program		YC3H3-XP4KT-P3RQF-YG4XX-QF2GJ		

Application	Installed	Own	License Plan	Invoice	License #	Cost	Comments
Microsoft Windows Essential Business Server Standard Edition 2008 Management Server Virtual (For Partners - MAPS)		?	Partner Program		VYCDQ-DJQPX-2JY6W-X6YDP-7Y4XP		
Microsoft Windows Essential Business Server Standard Edition 2008 Messenger Server (For Partners - MAPS)		?	Partner Program		J2QPB-HWWXP-FCJ96-QMYW7-KJH2W		
Microsoft Windows Essential Business Server Standard Edition 2008 Messenger Server Virtual (For Partners - MAPS)		?	Partner Program		C3VV4-7GXG8-PMTTX-XGJCD-K9MP8		
Microsoft Windows Essential Business Server Standard Edition 2008 Security (For Partners - MAPS)		?	Partner Program		J7Y2H-2Y2MF-3TY6G-M7F2G-PQM26		

Application	Installed	Own	License Plan	Invoice	License #	Cost	Comments
Microsoft Windows Essential Business Server Standard Edition 2008 Security Virtual (For Partners - MAPS)		?	Partner Program		GMB3K-RC9MW-FHQ2W-G29PM-2HXWH		
Microsoft Windows Home Server 2008		1	Partner Program		CVXPX-C3QFB-TDQ83-77DC9-7GMRQ		
Microsoft Windows Home Server Standard 2008 (For Partners)		?	Partner Program		CVXPX-C3QFB-TDQ83-77DC9-7GMRQ		
Microsoft Windows Server 2008		5	Retail	900862799		$170.22	$31.45/license
Microsoft Windows Server 2008 CALs (edition not specific)		10	Partner Program				
Microsoft Windows Server 2008 R2 Enterprise		1	Partner Program		W7M3T-32KYB-CMM92-9XV66-3VVMY		
Microsoft Windows Server 2008 R2 Foundation		1	Partner Program				
Microsoft Windows Server 2008 R2 Standard		5	Open Licensing	902975328			$3,656.36 $675.54/server

Application	Installed	Own	License Plan	Invoice	License #	Cost	Comments
Microsoft Windows Server 2008 R2 Standard Edition Physical key		?	Partner Program		9HDMM-R63JQ-TVRVG-C4QRK-QBDCJ		
Microsoft Windows Server 2008 R2 Standard Edition Virtual key		?	Partner Program		6RTTT-C9488-VBH4W-Y9QPF-W2K77		
Microsoft Windows Server 2008 Standard Edition (For Partners - MAPS)		?	Partner Program		MRFFG-X2PJW-64JFJ-W96JC-HDT22		
Microsoft Windows Server 2008 Standard Edition Virtual (For Partners - MAPS)		?	Partner Program		6BB9G-TY36Q-MM22G-J9T9V-73Y2Q		
Microsoft Windows Server 2008 Terminal Server CALs		10	Partner Program				
Microsoft Windows Small Business Server 2008 Standard Edition (For Partners - MAPS)		?	Partner Program		FF8QC-RTK7G-VVF4V-KDG3X-4H849		

Application	Installed	Own	License Plan	Invoice	License #	Cost	Comments
Microsoft Windows Small Business Server 2008 Standard Edition Virtual (For Partners - MAPS)		?	Partner Program		D2QKP-P4QG8-8FMWG-3BVTJ-VJTR8		
Microsoft Windows Small Business Server 2011 CALs		10	Partner Program				
Microsoft Windows Small Business Server 2011 Standard		1	Partner Program		W7M3T-32KYB-CMM92-9XV66-3VVMY		
Microsoft Windows Vista Business (MAPS)		?	Partner Program		32PBT-YXWK9-QYVJD-QVPTM-TTW6T		
Microsoft Windows Web Server 2008 R2		1	Partner Program		C9FJX-F2VVW-PB623-8B2MW-DK67W		
NCP Entry Client Update		1	Retail	e5-US-2010-00000201160		$72.00	
Cisco Engineer's Toolkit		1	Retail	5548-3405-1998-8800		$149.99	
PGP Desktop Professional 10.x		1	Retail	C3N156609018			
MockupScreens		1	Retail	55072466	GEVE-7NF5-ZT8S	$14.95	
Redgate SQL Developer Bundle		1	Retail	101216 - -	511-001-116629-D03D $1,295.00		
SimpleHelp		1	Retail	SH 484 4133		$295.00	

Application	Installed	Own	License Plan	Invoice	License #	Cost	Comments
Symanetc Backup Exec 2010 for Windows Server - License + 1 Year Basic Maintenance		1	Express	903571912	00-A037-0595-009787	$664.70	Maintenance lasts from 03/06/2011-03/06/2012
Trend Micro OfficeScan Client-Server Suite Standard Maintenance		60	Volume	901776988			$796.20 $12.27/user Yearly maintenance renewal
Trend Micro OfficeScan Client-Server Standard 51-250 Users		10	Volume	901776988		$288.50	$28.85/user
Trend Micro Enterprise Security for Endpoints Standard - Maintenance		70	Volume	902955490		$965.30	$13.79/user Yearly maintenance renewal
Trend Micro Enterprise Security for Endpoints Standard 51-250 Users		20	Volume	902955490		$583.00	$29.15/user
ORF Enterprise Edition		1	Retail	e5-US-2009-00000311978		$239.00	
Veeam Backup and Replication (per CPU)		6	Retail	903315363, 903384480, 903563442, 903571912		$3,403.32	

Application	Installed	Own	License Plan	Invoice	License #	Cost	Comments
VMware vSphere Essentials Edition		1	Retail	903508906	[vCenter]: MH282-0DL5J-68R3C-0JCUP-81W4J [per proc]: JN002-0FLEJ-P8T3N-088HM-2Nw1J	$423.09	
VMware vSphere Essentials Bundle Subscription		1	Retail	903508906		$111.55	Yearly renewal for support
VMware vSphere Essentials Bundle Subscription		1	Retail	903508906		$111.55	Yearly renewal for support

Senior Management Approval

I have approved this BCP as reasonably designed to enable the Company to meet its obligations to clients in the event of an SBD.

CEO Signed: _____

VP Signed: _____

Title: _____

Date: _____

Revision Date	Revision Author	Revision #	Ticket Association
04/01/2011	Sam M.	1.0.0	
08/07/2011	Cynthia B.	2.0.0	
08/30/2012	Ron P.	3.0.0	CP - 12
08/30/2012	Ron P.	3.0.1	CP - 30
01/20/2013	Ron P.	3.0.2	CP - 97
04/15/2013	Ron P.	3.1.0	KNOW - 63
04/29/2013	Ron P.	3.1.0	KNOW - 63
05/13/2013	Ron P.	3.2.0	KNOW - 133
03/01/2026	KaTrena Moore	3.3.0	KNOW - 198