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## BUSINESS CONTINUITY RECOVERY PLAN Sapient APAS Team

### Purpose

The purpose of this document is to have a defined Business Continuity Plan (BCP) for the APAS Project. The BCP consists of arrangements and procedures that are for the Sapient APAS to follow in response to an incident that causes an interruption to its normal operations, and continue to perform pre-defined critical activities.

This document currently provides procedures only for the Definition phase of the project and will be updated for Implementation and production Support phases before the start of each phase.

The names and conference bridges will be updated prior to the start date of the project when the Sapient project team is on boarded and established

### Scope.

This procedure is applicable to the Sapient APAS team operating out of the following facilities:

- San Mateo County Office
  - 40 Tower Road, San Mateo, CA 94402

Sapient BC Alternative Site Locations:

- 350 Bush Street, Floor 18 | San Francisco, CA United States
- 1845 Folsom St, Boulder, CO 80302
- 120 Newport Centre Dr, Newport Beach, CA 92660

### Definitions

**Business Impact Analysis (BIA):** A process of analysing business functions and the effect that a business disruption might have upon them.

**Business Continuity Recovery Plan (BCRP):** Project, function or operations specific recovery plans, referred to as 'Business Continuity Recovery Plans (BCRP)

**Recovery Time Objective (RTO):** Period of time following an incident within which a) product or services must be resumed, or b) activity must be resumed, or c) resources must be recovered. The Recovery Time Objective must be less than the time it would take for the adverse impacts that would arise as a result of not providing a product/service or performing an activity to become unacceptable

**Recovery Point Objective (RPO):** Point to which information used by an activity must be restored to enable the activity to operate on resumption. RPO can also be referred to "maximum data loss"



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**Maximum Acceptable Outage (MAO):** Time it would take for adverse impacts, which might arise as a result of not providing a product / service or performing an activity, to become unacceptable

**Minimum Business Continuity Objective (MBCO):** Minimum level of services and/or products that is acceptable to the organization to achieve its business objectives during a disruption

**Minimum Operating Requirement (MOR):** The minimum level of operations including systems, equipment, documentation, etc. which is needed over time that a service will require in order to perform its critical processes in the event of a disaster

**Event or Incident:** An event or incident that may disrupt or endanger Publicis Groupe people, facilities or critical business processes e.g. damage to the office facility due to an act of riot or arson. An Event or Incident may require invoking of Business Continuity and Disaster Recovery Plans.

**Event or Incident Severity Levels:** An incident could be of low, medium, high or catastrophic severity depending upon the impact it causes to people, business processes or facilities. Not all incidents represent a crisis.

**Recovery Teams:** The subject matter experts responsible for the recovery of people, systems, services and facilities. The lead person on the Recovery Team is known as the **Recovery Team**

**Lead or Application Recovery Team Lead.** An Incident requiring invocation of business continuity, would require one or more **Function Recovery Teams** to be responsible for executing the reconstruction or recovery related work for their respective functions at the impacted site(s) to restore it (them) to normal.

### BCP Team Structure

The Sapient APAS team structure consists of the following teams:

- Account Leadership
- Recovery Team Lead
- Recovery Team(s)

### Roles and Responsibilities

Role	Responsibilities during Procedure Execution	Responsibilities during Maintenance	Procedure
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<p>Account Leadership</p>	<p>Those directly <b>involved</b> with the incident:</p> <ul style="list-style-type: none"> <li>a. Coordinate with Recovery Team Lead</li> <li>b. Join the Conference Bridge.</li> <li>c. Assess and manage the situation.</li> <li>d. Agree on success criteria to return the business to normal.</li> <li>e. Address the incident by taking mitigation steps.</li> <li>f. Ensure alignment with pertinent stakeholders including Recovery Team Lead on the intent to close the incident.</li> <li>g. Communicate client teams</li> </ul> <p>Those <b>notified</b> but not involved in the incident:</p> <ul style="list-style-type: none"> <li>a. Stay updated on the incident.</li> <li>b. Join the call bridge if asked to become involved in the incident.</li> </ul>	<ul style="list-style-type: none"> <li>a. Ensure your contact information (mobile number, office telephone number, home telephone number and emergency contact number) is up to date in your Business Continuity Recovery Plan (this document).</li> <li>b. Ensure you know the other Recovery Team members and their contact information.</li> </ul>
<p>Recovery Team Lead(s)</p>	<ul style="list-style-type: none"> <li>a. Lead and manage the entire Recovery Team(s) through their recovery efforts.</li> <li>b. Engage respective Client Recovery Teams, as needed and initiate recovery efforts.</li> <li>c. Provide regular updates to account leadership team on the recovery efforts.</li> <li>d. Ensure the return of business to normal.</li> </ul>	<ul style="list-style-type: none"> <li>a. Ensure your contact information (mobile number, office telephone number, home telephone number and emergency contact number) is up to date in Business Continuity Recovery Plan and Incident Response Call-Trees.</li> <li>b. Ensure the recovery strategies and recovery procedures are updated, taking into account the changes in business environment.</li> <li>c. Maintain a list of Recovery Team(s) including their location, full contact</li> </ul>



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		<p>information and subject matter expertise with their domains.</p> <p>d. Ensure Recovery Team(s) are appropriately trained and understand their roles and responsibilities during an incident.</p> <p>e. Ensure you notify your Supervisor if you plan to be out of office, such as when on vacation or traveling, and include information detailing the best way to reach you. As a best practice, consider activating an Out of Office auto reply with these details.</p>
Recovery Team(s)	<p>a. Follow the instruction of the Recovery Team Lead(s).</p> <p>b. Execute the Recovery Plans to restore business to normalcy.</p> <p>c. Execute any additional mitigation and recovery steps as mandated by the account leadership team.</p> <p>d. Report status to the Recovery Team Lead(s), as requested.</p>	<p>a. Ensure your contact information (mobile number, office telephone number, home telephone number and emergency contact number) is up to date in Business Continuity Recovery Plan and within Incident Response Call-Trees.</p> <p>b. Ensure your Recovery Team Lead is given advance notice of your unavailability (e.g., vacation, out of office, travel, etc.).</p>



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**Business Impact Analysis (BIA)**

**Critical Processes and Minimum Operating Requirements**

S. No	Critical Functions	Critical Process/ Service Names	Critical Days	Frequency	Team size (BAU)	Maximum Acceptable Outage (MAO)	Minimum Business Continuity Objective (MBCO)	Critical Recovery Team Members (#)	Minimum Operating Requirement for downsized operations							Vital Records		Inter-dependencies (Internal / External)	Information Security Requirements (E.g. – Laptop Encryption, Secure VLAN, Secure ODC, MFA etc.)
									Desktop	Laptop	Mobile Phones	Scanner	Printer	VPN (Y/N)	Others	Description	Storage Location/ Path:		
1	Definition Phase	Requitrem ennts Definition	Week days	Every week	15	10	50%	5	-	5	5	-	-	Y		There are multiple documents critical to recovery of Functions. These will be available on San Mateo County SharePoint	<a href="https://smcgov.sharepoint.com/teams/ARC/itp/APAS">https://smcgov.sharepoint.com/teams/ARC/itp/APAS</a>	San Mateo County Network	Laptop Encryption, Secure VPN access, No admin rights on Laptops



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**Technology Requirements**

Application/ Infrastructure Service	Application Description (URL/ Path)	Expected RTO (In hours)
San Mateo County Network	Users connect over the VPN	TBD
San Mateo County SharePoint Site	Users connect over the VPN	TBD
Salesforce Sandbox Environment	Internet	TBD
AWS	Internet	TBD
Outlook/ Exchange	Email Communication	04 Hours
Skype for business	Instant Messaging / Online Meeting	04 Hours
Lion Box	Sapient Box Storage for interim Files	08 Hours



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**Project Recovery Plan**

The contact names will be filled in when the Sapient team is on boarded.

Possible scenarios	Recovery Strategy	Responsibility	
		Primary Contact	Secondary Contact
<p><b>People Outage</b></p> <p>Examples:</p> <ol style="list-style-type: none"> <li>1. Key person/s - Out sick/ unplanned absence from work.</li> <li>2. Terrorist attack near the office or in the city resulting in non-availability of your employees.</li> <li>3. A regional pandemic (Phase 1-3).</li> <li>4. Natural Disasters (Flooding, Snow, Heavy Rain, Earthquake, etc.) resulting in non-availability of your employees</li> </ol>	<p><b>Primary Person/ Team not available</b></p> <p><b>Low/Medium Severity (Expected Outage &lt;24 Hours; &lt;=20% People non-availability)</b></p> <ol style="list-style-type: none"> <li>1. Primary person’s responsibility will be shifted to secondary in case of his/her non-availability. It means that the secondary person becomes primary in such cases.</li> <li>2. Make necessary arrangements and/ or cross train the secondary team members to take over critical work.</li> </ol> <p><b>High Severity (Expected Outage up to 2 Days; &gt;20% to &lt;=50% People non-availability)</b></p> <ol style="list-style-type: none"> <li>1. Initiate call tree and inform secondary members</li> <li>2. Initiate communication with the account leadership team</li> <li>3. Assess the impact and work with account Leadership team to communicate a heads up to the client</li> <li>4. Ensure remaining available project staff should give priority to deliver the critical project work.</li> <li>5. If required, transfer the critical work to alternate unaffected delivery locations (Onshore/ Offshore).</li> </ol> <p><b>Catastrophic Severity (Expected Outage 3 days and above; &gt; 50 % People Non-availability)</b></p> <ol style="list-style-type: none"> <li>1. Keep informed the regional Incident Response team, Account Leadership team and alternate delivery location PoCs.</li> <li>2. Assess the impact and work with account Leadership team to communicate a heads up to the client</li> <li>3. Transfer the critical work to alternate unaffected delivery locations (Onshore/ Offshore).</li> <li>4. Required Application/ Systems access should be provided to the alternate location recovery members.</li> </ol>	TBD	TBD



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Possible scenarios	Recovery Strategy	Responsibility	
		Primary Contact	Secondary Contact
<p><b>Facility Outage</b></p> <p>Examples:</p> <p>1. Natural Disasters (Flooding, Snow, Heavy Rain, Earthquake, etc.)            General strike/            Transport outage/ Civil disturbance/ Natural Disaster) resulting in non-availability of the facility.</p> <p>2. Terrorist attack near the office or in the city resulting in non-availability of the facility.</p>	<p><b>Primary Site is not accessible</b></p> <p><b>Low/Medium Severity (Expected Outage &lt;24 Hours; Office building is not available Or Project team floor in the office building is not available. No severe damage)</b></p> <ol style="list-style-type: none"> <li>1. Initiate Call tree and inform the required stakeholders</li> <li>2. Move critical laptop recovery members to other floors or tower in the same office</li> <li>3. Recovery members will work from home (remote workforce enablement).</li> </ol> <p><b>High Severity (Expected Outage up to 2 Days; Office building is not available or multiple floors within the building are not available. Moderate Damage)</b></p> <ol style="list-style-type: none"> <li>1. Initiate Call tree and inform the required stakeholders</li> <li>2. Initiate communication with the account leadership team</li> <li>3. Assess the impact and work with account Leadership team to communicate a heads up to the client</li> <li>4. Critical recovery members will work from home (remote workforce enablement).</li> <li>5. If required, transfer the critical work to alternate unaffected delivery locations (Onshore/ Offshore).</li> </ol> <p><b>Catastrophic Severity (Expected Outage 3 days and above; Office building is inaccessible. Severe Damage)</b></p> <ol style="list-style-type: none"> <li>1. Keep informed the regional Incident Response team, Account Leadership team and alternate delivery location PoCs.</li> <li>2. Assess the impact and work with account Leadership team to communicate a heads up to the client</li> <li>3. If employees are safe and available, then follow recovery steps from 'High Severity'.</li> <li>4. If employees are also impacted– Transfer critical work to alternate unaffected delivery locations</li> </ol>		



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Possible scenarios	Recovery Strategy	Responsibility	
		Primary Contact	Secondary Contact
<b>Technology Outage</b>  Examples: Environment/ VPN/ Server not available	<b>IT Environment is not accessible</b> <b>Local IT Environment (Network Outage)</b> 1. IT Incident Management Process will be activated. 2. Critical recovery members will work from home. 3. If required, transfer the critical work to alternate unaffected Sapient or County delivery locations.	TBD	TBD

**Call Tree / Recovery Team Contact Details**

Service Name	Location (s)	Recovery Team Lead With Mobile : # Office : # Email id:	Primary Recovery Team Details With Mobile : # Office : # Email id:	Recovery Backup Team Details Mobile : # Office : # Email id:

**Account Leadership Contact Details**

Person (First Name/Last Name)	Telephone #s (Primary denoted by *)	Email Address

**Client/ Vendor Contact Details**



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Person (First Name & Last Name)	Contact Type (Client/ Vendor)	Telephone #s (Primary denoted by *)	Email Address

### Business Continuity Plan Update and Maintenance

Business Continuity Plan to be updated once in a year or whenever any major changes:

#	Review Scope	Frequency	Responsibility
1	Review Business Impact Analysis (BIA)	Bi- Annual	Recovery Team Lead
2	Review & Update Business Continuity Recovery Plan	Bi- Annual	Recovery Team Lead
3	BCP Testing	Annual	Recovery Team Lead

### Document Location

Lion Box Link
San Mateo SharePoint Site
<b>Note: Recovery team members should keep an offline copy of this plan and other critical documents available with them at all times.</b>

### Revision History

Revision Date	Version	Summary of Changes	Approved by
Aug 15, 2018	0.1	Initial version	Aseem Gupta



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**Appendix**

**Conference Bridge Details**

The bridge details will be established once the project is initiated.

Region	Telephone Number	Conference Code

**Emergency Service Contact details**

Service	Universal Number	Local Area	Numbers
Police	911	San Mateo	
Fire	911	San Mateo	
Ambulance	911	San Mateo	