



Business Continuity Plan (BCP) Template

conducted for

Iris Inc.

Department
Operations

Prepared by
Archie Sam

Conducted on
27 Feb 2019

Location
834 West Wintergreen Drive Phillipsburg, NJ 08865

Completed on
01 Feb 2019 04:56 PM

Score
0/0.0 - 0.00%

Inspection

Question	Response	Details
Scope & Objectives		
Purpose of the BCP including which business functions are prioritized for recovery during an emergency	<ul style="list-style-type: none"> - To ensure continuity of IT services and customer lines in the event of an power shutdown - Power disruption could be caused by emergency weather conditions or building fire - Service offerings impacted: Customer Support desk, Sales teams, HR support 	
Operations at Risk and Recovery Plan		
Add operational area at risk		
Operation 1		
Operational Area	Customer Support	
Description of operation	Customer support team looking after 24 hour global regions	
Rate impact on business continuity	Critical	
Impact description	All global live chat and calls go through this team	
Recovery strategy	All live chat and calls routed to Level 2 teams in regional offices. Individuals in each region have been assigned to take up leadership roles for backup support in the event of operational disruption.	
Operation 2		
Operational Area	Finance Team	
Description of operation	Finance team responsible for customer invoicing as well as global employee payroll	
Rate impact on business continuity	High	
Impact description	Customers would experience delays in billing requests and disputes. Internal staff would be affected by internal payroll delays	
Recovery strategy	Automatic emails sent to customers requesting billing inquiries notifying of delays. Staff immediately informed of potential delays in payroll. In the event of greater than 24 hour disruption, finance team is relocated to temporary office for business continuity.	

Question	Response	Details	
Roles & Responsibilities			
Add BCP committee member			
Member 1			
Representative	Brian Mitts		
Role	Team Leader		
Contact details	559 5612		
Description of responsibilities	<ul style="list-style-type: none"> - Must ensure all team members are aware of recovery plan procedures - Must also encourage customers to make sure their email address on file are updated to ensure they would receive emails notifications regarding delays (if there are) 		
Full Name & Signature	Brian Mitts	01 Feb 2019 04:55 PM	
Member 2			
Representative	Glen Hill		
Role	Head of Operations		
Contact details	ghill@iris.com.us, 088 452 1145		

Question	Response	Details	
Description of responsibilities	<ul style="list-style-type: none"> - Must contact key stakeholders in case of power shutdown - Inform IT Director of emergencies and to pull up equipment for alternate operations site - Should ensure all BCPs are updated and are coordinated with key personnel 		
Full Name & Signature	Glen Hill	01 Feb 2019 04:56 PM	