



# Business Continuity & Disaster Recovery Plan

Version 1.4



Milestone Internet Marketing



## Version Information & Changes

Any changes, edits, and updates made to the DRP will be recorded in here. It is the responsibility of the Disaster Recovery Lead to ensure that all existing copies of the DRP are up to date. Whenever there is an update to the DRP, Milestone requires that the version number be updated to indicate this.

Name of Person Making Change	Role of Person Making Change	Date of Change	Version Number	Notes
Kchitiz Regmi	VP of Operations & Technology	Jan 16, 2012	Version 1	
Duke Tien	IT Manager	Jan 16, 2012	Version 1	
Duke Tien	IT Manager	June 10, 2015	Version 1.1	Update Duke Tien's phone number. Added Amber Barlament as Facilities contact. Added Don Macagba to Network & Server team contact. Remove Mukesh from Application team contact Added Heidi Bitar to Communication team contact Update Restoring IT Functionality
Duke Tien	IT Manager	Dec 10, 2016	Version 1.1	Review No change
Duke Tien	Director of IT	Dec 14, 2017	Version 1.2	Update Disaster Management Team contacts Update Facilities Team contacts Update Network Team contacts Update Server Team contacts Update Operation Team contacts Update Communication Team contacts Update Finance Team contact Update Disaster Recovery Call Tree

				<i>Update Data and Backup</i>
<i>Duke Tien</i>	<i>Director of IT</i>	<i>Mar 1<sup>st</sup>, 2019</i>	<i>Version 1.3</i>	<i>Updated Disaster Management Team contacts</i> <i>Update Facilities Team contacts</i> <i>Update Application Team contacts</i> <i>Update Operations Team contacts</i> <i>Update Senior Management Team contacts</i> <i>Update Communication Team contacts</i>
<i>Duke Tien</i>	<i>Director of IT</i>	<i>Mar 11<sup>th</sup>, 2019</i>		<i>Reviewed with CEO, Anil Aggarwal.</i>
<i>Mitul Mehta</i>	<i>Associate Director of IT</i>	<i>Nov 18<sup>th</sup> 2020</i>		<i>Updated the contact details</i> <i>Updated the live production infrastructure diagram.</i> <i>Review with VP Engineering, Ravi Kasamsetty</i>
<i>Mitul Mehta</i>	<i>Associate Director IT</i>	<i>March 2021</i>		<i>Updated the contact details.</i> <i>Remove Ravi Kasamsetty contact details</i> <i>Add Ramesh Venkata Achanta in contact details</i> <i>Review with Head of Engineering, Ramesh Venkata Achanta</i>
<i>Mitul Mehta</i>	<i>Associate Director IT</i>	<i>July 2022</i>		<i>Updated contact list for Senior Management, Locations, Backup location and Active Directory Infrastructure details.</i>



<i>Mitul Mehta</i>	<i>Associate Director IT</i>	<i>March 2023</i>		<i>Updated contact list for Senior Management</i>
<i>Mitul Mehta</i>	<i>Director IT &amp; Cloud</i>	<i>March 2024</i>	<i>Ver 1.4</i>	<i>Updated contact list for Senior Management</i>

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## Introduction

This Disaster Recovery Plan (DRP) captures, in a single repository, all of the information that describes Milestone's ability to withstand a disaster as well as the processes that must be followed to achieve disaster recovery.

## Definition of a Disaster

A disaster can be caused by man or nature and results in Milestone not being able to perform all or some of their regular roles and responsibilities for a period of time. Milestone defines disasters as the following:

- *One or more vital systems are non-functional*
- *The building is not available for an extended period of time but all systems are functional within it*
- *The building is available but all systems are non-functional*
- *The building and all systems are nonfunctional*

The following events can result in a disaster, requiring this Disaster Recovery document to be activated:

- *Fire*
- *Flash flood*
- *Pandemic*
- *Power Outage*
- *War*
- *Theft*
- *Terrorist Attack*

## Purpose

The purpose of this DRP document is twofold: first to capture all of the information relevant to Milestone's ability to withstand a disaster, and second to document the steps that Milestone will follow if a disaster occurs.

Note that in the event of a disaster the first priority of Milestone is to prevent the loss of life. Before any secondary measures are undertaken, Milestone will ensure that all employees, and any other individuals on the organization's premises, are safe and secure.

After all, individuals have been brought to safety, the next goal of Milestone will be to enact the steps outlined in this DRP to bring all of the organization's groups and departments back to business-as-usual as quickly as possible. This includes:

- *Preventing the loss of the organization's resources such as hardware, data, and physical IT assets*
- *Minimizing downtime related to IT*
- *Keeping the business running in the event of a disaster*

This DRP document will also detail how this document is to be maintained and tested.



## Scope

The Milestone DRP takes all of the following areas into consideration:

- *Network Infrastructure*
- *Servers Infrastructure*
- *Telephony System*
- *Data Storage and Backup Systems*
- *Data Output Devices*
- *End-user Computers*
- *Organizational Software Systems*
- *Database Systems*
- *IT Documentation*

This DRP does not take into consideration any non-IT, personnel, Human Resources, and real estate related disasters. For any disasters that are not addressed in this document, please refer to the business continuity plan created by Milestone or contact Anil Aggarwal, CEO, Milestone Internet Marketing.

## Disaster Recovery Teams & Responsibilities

In the event of a disaster, different groups will be required to assist the IT department in their effort to restore normal function to the employees of Milestone. The different groups and their responsibilities are as follows:

- *Disaster Recovery Lead(s)*
- *Disaster Management Team*
- *Facilities Team*
- *Network Team*
- *Server Team*
- *Applications Team*
- *Operations Team*
- *Management Team*
- *Communications Team*
- *Finance Team*

The lists of roles and responsibilities in this section have been created by Milestone and reflect the likely tasks that team members will have to perform. Disaster Recovery Team members will be responsible for performing all of the tasks below. In some disaster situations, Disaster Recovery Team members will be called upon to perform tasks not described in this section.





## Disaster Recovery Lead

The Disaster Recovery Lead is responsible for making all decisions related to the Disaster Recovery efforts. This person's primary role will be to guide the disaster recovery process and all other individuals involved in the disaster recovery process will report to this person in the event that a disaster occurs at Milestone, regardless of their department and existing managers. All efforts will be made to ensure that this person is separate from the rest of the disaster management teams to keep his/her decisions unbiased.

## Role and Responsibilities

- *Make the determination that a disaster has occurred and trigger the DRP and related processes.*
- *Initiate the DR Call Tree.*
- *Be the single point of contact for and oversee all of the DR Teams.*
- *Organize and chair regular meetings of the DR Team leads throughout the disaster.*
- *Present to the Management Team on the state of the disaster and the decisions that need to be made.*
- *Organize, supervise and manage all DRP test and author all DRP updates.*

## Contact Information

<b>Name</b>	<b>Role/Title</b>	<b>Work Phone Number</b>	<b>Mobile Phone Number</b>
<i>Anil Aggarwal</i>	<i>CEO</i>	<i>408-200-6861</i>	<i>408-205-4603</i>



## Disaster Management Team

The Disaster Management Team that will oversee the entire disaster recovery process. They will be the first team that will need to take action in the event of a disaster. This team will evaluate the disaster and will determine what steps need to be taken to get the organization back to business as usual.

### Role & Responsibilities

- *Set the DRP into motion after the Disaster Recovery Lead has declared a disaster*
- *Determine the magnitude and class of the disaster*
- *Determine what systems and processes have been affected by the disaster*
- *Communicate the disaster to the other disaster recovery teams*
- *Determine what first steps need to be taken by the disaster recovery teams*
- *Keep the disaster recovery teams on track with pre-determined expectations and goals*
- *Keep a record of money spent during the disaster recovery process*
- *Ensure that all decisions made abide by the DRP and policies set by Milestone*
- *Get the secondary site ready to restore business operations*
- *Create a detailed report of all the steps undertaken in the disaster recovery process*
- *Notify the relevant parties once the disaster is over and normal business functionality has been restored*
- *After Milestone is back to business as usual, this team will be required to summarize any and all costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster*

### Contact Information

<b>Name</b>	<b>Role/Title</b>	<b>Work Phone Number</b>	<b>Mobile Phone Number</b>
<i>Anil Aggarwal</i>	<i>CEO</i>	<i>408-200-6861</i>	<i>408-205-4603</i>
<i>Vikas Sheth</i>	<i>Country Head – India</i>	<i>408-200-7914</i>	<i>+91 964-381-6540</i>
<i>Mitul Mehta</i>	<i>Director of IT</i>	<i>213-357-0565</i>	<i>+91 992-500-3658</i>



## Facilities Team

The Facilities Team will be responsible for all issues related to the physical facilities that house IT systems. They are the team that will be responsible for ensuring that the standby facilities are maintained appropriately and for assessing the damage too and overseeing the repairs to the primary location in the event of the primary location's destruction or damage.

## Role & Responsibilities

- *Ensure that the standby facility is maintained in working order*
- *Assess, or participate in the assessment of, any physical damage to the primary facility*
- *Ensure that measures are taken to prevent further damage to the primary facility*
- *Work with insurance company in the event of damage, destruction or losses to any assets owned by Milestone*
- *Ensure that appropriate resources are provisioned to rebuild or repair the main facilities in the event that they are destroyed or damaged*
- *After Milestone is back to business as usual, this team will be required to summarize any and all costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster*

## Contact Information

Name	Role/Title	Location	Work Phone Number	Mobile Phone Number
Mark Brine	Vice President of Finance	San Jose, CA	(213) 357-0466	+1 408-828-2567
Vikas Sheth	Country Head – India	Ahmedabad, India	408-200-7914	+91 964-381-6540
Vijay Rane	Global HR Head	Ahmedabad, India		+91 968-769-1758



## Network Team

The Network Team will be responsible for assessing damage specific to any network infrastructure and for provisioning data and voice network connectivity including WAN, LAN, and any telephony connections internally within the enterprise as well as telephony and data connections with the outside world. They will be primarily responsible for providing baseline network functionality and may assist other IT DR Teams as required.

## Role & Responsibilities

- *In the event of a disaster that does not require migration to standby facilities, the team will determine which network services are not functioning at the primary facility*
- *If multiple network services are impacted, the team will prioritize the recovery of services in the manner and order that has the least business impact.*
- *If network services are provided by third parties, the team will communicate and coordinate with these third parties to ensure recovery of connectivity.*
- *In the event of a disaster that does require migration to standby facilities the team will ensure that all network services are brought online at the secondary facility*
- *Once critical systems have been provided with connectivity, employees will be provided with connectivity in the following order:*
  - *All members of the DR Teams*
  - *All C-level and Executive Staff*
  - *All IT employees*
  - *All remaining employees*
- *Install and implement any tools, hardware, software and systems required in the standby facility*
- *Install and implement any tools, hardware, software and systems required in the primary facility*
- *After Milestone is back to business as usual, this team will summarize any and all costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster*

## Contact Information

<b>Name</b>	<b>Role/Title</b>	<b>Work Phone Number</b>	<b>Mobile Phone Number</b>
<i>Mitul Mehta</i>	<i>Director of IT &amp; Cloud</i>	<i>213-357-0565</i>	<i>+91 992-500-3658</i>
<i>Kishan Nathani</i>	<i>IT Manager</i>	<i>408-200-7262</i>	<i>+91 932-757-0279</i>



## Server Team

The Server Team will be responsible for providing the physical server infrastructure required for the enterprise to run its IT operations and applications in the event of and during a disaster. They will be primarily responsible for providing baseline server functionality and may assist other IT DR Teams as required.

### Role & Responsibilities

- *In the event of a disaster that does not require migration to standby facilities, the team will determine which servers are not functioning at the primary facility*
- *If multiple servers are impacted, the team will prioritize the recovery of servers in the manner and order that has the least business impact. Recovery will include the following tasks:*
  - *Assess the damage to any servers*
  - *Restart and refresh servers if necessary*
- *Ensure that secondary servers located in standby facilities are kept up-to-date with system patches*
- *Ensure that secondary servers located in standby facilities are kept up-to-date with application patches*
- *Ensure that secondary servers located in standby facilities are kept up-to-date with data copies*
- *Ensure that the secondary servers located in the standby facility are backed up appropriately*
- *Ensure that all of the servers in the standby facility abide by Milestone's server policy*
- *Install and implement any tools, hardware, and systems required in the primary facility*
- *After Milestone is back to business as usual, this team will summarize any and all costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster*

### Contact Information

Name	Role/Title	Work Phone Number	Mobile Phone Number
Mitul Mehta	Director of IT & Cloud	213-357-0565	+91 992-500-3658
Kishan Nathani	IT Manager	408-200-7262	+91 932-757-0279



## Applications Team

The Applications Team will be responsible for ensuring that all enterprise applications operate as required to meet business objectives in the event of and during a disaster. They will be primarily responsible for ensuring and validating appropriate application performance and may assist other IT DR Teams as required.

### Role & Responsibilities

- *In the event of a disaster that does not require migration to standby facilities, the team will determine which applications are not functioning at the primary facility*
- *If multiple applications are impacted, the team will prioritize the recovery of applications in the manner and order that has the least business impact. Recovery will include the following tasks:*
  - *Assess the impact of application processes*
  - *Restart applications as required*
  - *Patch, recode or rewrite applications as required*
- *Install and implement any tools, software and patches required*
- *Install and implement any tools, software and patches required*
- *After Milestone is back to business as usual, this team will summarize any and all costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster*

### Contact Information

<b>Name</b>	<b>Role/Title</b>	<b>Work Phone Number</b>	<b>Cell Phone Number</b>
<i>Ramesh Venkata Achanta</i>	<i>Head of Engineering</i>		<i>+ 91 9980003472</i>
<i>Manoj Jaiswal</i>	<i>Director, Engineering</i>		<i>+91 88261 10707</i>
<i>Dinesh Varde</i>	<i>Manager Engineering</i>	<i>+91 973-714-5350</i>	



## Operations Team

This team's primary goal will be to provide employees with the tools they need to perform their roles as quickly and efficiently as possible. They will need to provision all Milestone employees in the standby facility and those working from home with the tools that their specific role requires.

### Role & Responsibilities

- *Maintain lists of all essential supplies that will be required in the event of a disaster*
- *Ensure that these supplies are provisioned appropriately in the event of a disaster*
- *Ensure sufficient spare computers and laptops are on hand so that work is not significantly disrupted in a disaster*
- *Ensure that spare computers and laptops have the required software and patches*
- *Ensure sufficient computer and laptop related supplies such as cables, wireless cards, laptop locks, and mice are on hand so that work is not significantly disrupted in a disaster*
- *Ensure that all employees that require access to a computer/laptop and other related supplies are provisioned in an appropriate timeframe*
- *If insufficient computers/laptops or related supplies are not available the team will prioritize distribution in the manner and order that has the least business impact*
- *This team will be required to maintain a log of where all of the supplies and equipment were used*
- *After Milestone is back to business as usual, this team will be required to summarize any and all costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster*

### Contact Information

<b>Name</b>	<b>Role/Title</b>	<b>Work Phone Number</b>	<b>Mobile Phone Number</b>
<i>Vikas Sheth</i>	<i>Country Head – India</i>	<i>408-200-7914</i>	<i>+91 964-381-6540</i>
<i>Mitul Mehta</i>	<i>Director of IT &amp; Cloud</i>	<i>213-357-0565</i>	<i>+91 992-500-3658</i>
<i>Kishan Nathani</i>	<i>IT Manager</i>	<i>408-200-7262</i>	<i>+91 932-757-0279</i>



## Senior Management Team

The Senior Management Team will make any business decisions that are out of scope for the Disaster Recovery Lead. Decisions such as constructing a new data center, relocating the primary site etc. should be made by the Senior Management Team. The Disaster Recovery Lead will ultimately report to this team.

## Role & Responsibilities

- *Ensure that the Disaster Recovery Team Lead is held accountable for his/her role*
- *Assist the Disaster Recovery Team Lead in his/her role as required*
- *Make decisions that will impact the company. This can include decisions concerning:*
  - *Rebuilding of the primary facilities*
  - *Rebuilding of data centers*
  - *Significant hardware and software investments and upgrades*
  - *Other financial and business decisions*

## Contact Information

<b>Name</b>	<b>Role/Title</b>	<b>Work Phone Number</b>	<b>Mobile Phone Number</b>
<i>Anil Aggarwal</i>	<i>CEO</i>	<i>408-200-6861</i>	<i>408-205-4603</i>
<i>Benu Aggarwal</i>	<i>President</i>	<i>408-200-6860</i>	<i>408-205-5989</i>
<i>Vikas Sheth</i>	<i>Country Head – India</i>	<i>408-200-7914</i>	<i>+91 964-381-6540</i>
<i>Mark Brine</i>	<i>Vice President of Finance and Administration</i>	<i>(213) 357-0466</i>	<i>+1-408-828-2567</i>
<i>Sathya Krishnamurthy</i>	<i>Chief Product Officer</i>	<i>(213) 357-0733</i>	
<i>Ramesh Venkata Achanta</i>	<i>Head of Engineering</i>		<i>+ 91 9980003472</i>
<i>Kishore Arimanda</i>	<i>Head Web Development</i>		<i>+91 9600079963</i>





## Communication Team

This will be the team responsible for all communication during a disaster. Specifically, they will communicate with Milestone’s employees, clients, vendors and suppliers, banks, and even the media if required.

## Role & Responsibilities

- *Communicate the occurrence of a disaster and the impact of that disaster to all Milestone’s employees*
- *Communicate the occurrence of a disaster and the impact of that disaster to authorities, as required*
- *Communicate the occurrence of a disaster and the impact of that disaster to all Milestone’s partners*
- *Communicate the occurrence of a disaster and the impact of that disaster to all Milestone’s clients*
- *Communicate the occurrence of a disaster and the impact of that disaster to all Milestone’s vendors*
- *After Milestone is back to business as usual, this team will be required to summarize any and all costs and will provide a report to the Disaster Recovery Lead summarizing their activities during the disaster*

## Contact Information

<b>Name</b>	<b>Role/Title</b>	<b>Work Phone Number</b>	<b>Mobile Phone Number</b>
<i>Vikas Sheth</i>	<i>Country Head – India</i>	<i>408-200-7914</i>	<i>+91 964-381-6540</i>
<i>Ramesh Venkata Achanta</i>	<i>Head of Engineering</i>		<i>+ 91 9980003472</i>
<i>Kishore Arimanda</i>	<i>Head Web Development</i>		<i>+91 9600079963</i>
<i>Mitul Mehta</i>	<i>Director of IT &amp; Cloud</i>	<i>213-357-0565</i>	<i>+91 992-500-3658</i>



## Finance Team

This team will be responsible for ensuring that all of Milestone’s finances are dealt with in an appropriate and timely manner in the event of a disaster. The finance team will ensure that there is money available for necessary expenses that may result from a disaster as well as expenses from normal day-to-day business functions.

### Role & Responsibilities

- *Ensure there is sufficient cash-on-hand or accessible to deal with small-scale expenses caused by the disaster. These can include paying for accommodation and food for DR team members, incremental bills, etc.*
- *Ensure there is sufficient credit available or accessible to deal with large-scale expenses caused by the disaster. These can include paying for new equipment, repairs for primary facilities, etc.*
- *Review and approve Disaster Teams’ finances and spending*
- *Ensure that payroll occurs and that employees are paid as normal, where possible*
- *Communicate with banking partners to obtain any materials such as checks, bank books etc. that may need to be replaced as a result of the disaster*

### Contact Information

<b>Name</b>	<b>Role/Title</b>	<b>Work Phone Number</b>	<b>Mobile Phone Number</b>
<i>Deepa A</i>	<i>Director of Finance</i>	<i>(213)-357-2537</i>	
<i>Mark Brine</i>	<i>Vice President of Finance and Administration</i>	<i>(213) 357-0466</i>	<i>+1-408-828-2567</i>

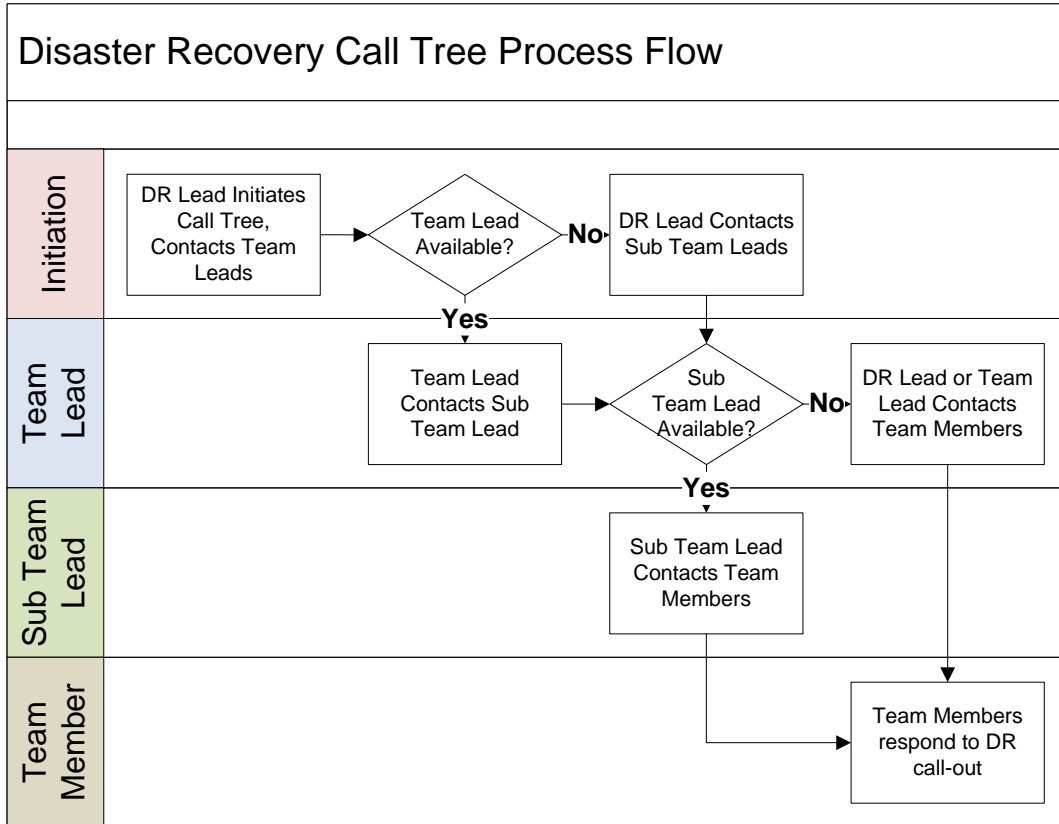


## Disaster Recovery Call Tree

In a disaster recovery or business continuity emergency, time is of the essence so Milestone will make use of a Call Tree to ensure that appropriate individuals are contacted in a timely manner.

- The Disaster Recovery Team Lead calls all Level 1 Members (Blue cells)
- Level 1 members call all Level 2 team members over whom they are responsible (Green cells)
- Level 1 members call all Level 3 team members over whom they are directly responsible (Beige cells)
- Level 2 Members call all Level 3 team members for whom they are responsible (Beige cells)
- In the event a team member is unavailable, the initial caller assumes responsibility for subsequent calls (i.e. if a Level 2 team member is inaccessible, the Level 1 team member directly contacts Level 3 team members).

Contact		Office	Mobile	Home
DR Lead <i>Anil Aggarwal</i>		408-200-6861	408-205-4603	
	DR Management Team Lead <i>Vikas Sheth</i>	408-200-7914	+91 964-381-6540	
	Facilities Team 1 Mark Brine	(213) 357-0466	+1-408-828-2567	
	Network Team Lead Mitul Mehta	213-357-0565	+91 992-500-3658	
	LAN Team Lead Mitul Mehta	213-357-0565	+91 992-500-3658	
	WAN Team Lead Mitul Mehta	213-357-0565	+91 992-500-3658	
	Server Team Lead Mitul Mehta	213-357-0565	+91 992-500-3658	
	Head of Engineering <i>Ramesh Venkata Achanta</i>		+ 91 9980003472	
	Application Director <i>Manoj Jaiswal</i>		+91 973-714-5350	
	App 1 Team Lead Dinesh Varde		+91 973-714-5350	
	Senior Management Team Lead Anil Aggarwal	408-200-6861	408-205-4603	
	Senior Management Team 1 Benu Aggarwal	408-200-6860	408-205-5989	
	Communications Team Lead <i>Vikas Sheth</i>	408-200-7914	+91 964-381-6540	
	Finance Team Lead Mark Brine	213-357-0466	+1-408-828-2567	





## Recovery Facilities

In order to ensure that Milestone is able to withstand a significant outage caused by a disaster, it has provisioned separate standby facilities. This section of this document describes those facilities and includes operational information should those facilities have to be used.

### Description of Recovery Facilities

The Disaster Command and Control Center or Standby facility will be used after the Disaster Recovery Lead has declared that a disaster has occurred. This location is a separate location to the primary facility. In the event of a disaster, Milestone plans on renting space at 13641 Ronnie Way, Saratoga, CA 95070, which is 8.7 miles away from the primary facility, as a standby facility.

The standby facility will be used by the IT department and the Disaster Recovery teams; it will function as a central location where all decisions during the disaster will be made. It will also function as a communications hub for Milestone.

The standby facility must always have the following resources available:

- *Copies of this DRP document*
- *Office space for DR teams and IT to use in the event of a disaster*
- *External data and voice connectivity*
- *Parking spaces for employee vehicles*

### Data and Backups

This section explains where all of the organization's data resides as well as where it is backed up to. Use this information to locate and restore data in the event of a disaster.

#### Data in Order of Criticality

Rank	Data	Data Type	Backup Frequency	Backup Location(s)
1	Website Files and Databases	Public	Weekly Full, Daily incremental, 2 weeks retention	Cloud Azure backup.
2	Milestone Financial	Confidential	Managed by NetSuite ERP	NetSuite ERP
3	Milestone Files Server	Public	Managed by Microsoft SharePoint Online	Microsoft SharePoint Online



## Communicating During a Disaster

In the event of a disaster Milestone will need to communicate with various parties to inform them of the effects on the business, surrounding areas and timelines. The Communications Team will be responsible for contacting all of Milestone’s stakeholders.

### Communicating with the Authorities

The Communications Team’s first priority will be to ensure that the appropriate authorities have been notified of the disaster, providing the following information:

- *The location of the disaster*
- *The nature of the disaster*
- *The magnitude of the disaster*
- *The impact of the disaster*
- *Assistance required in overcoming the disaster*
- *Anticipated timelines*

### Authorities Contacts

<b>Authorities</b>	<b>Phone Number</b>
<i>Police and Fire Departments</i>	<i>911</i>
<i>Emergency Contact</i>	<i>911</i>



## **Communicating with Employees**

The Communications Team's second priority will be to ensure that the entire company has been notified of the disaster. The best and/or most practical means of contacting all of the employees will be used with preference on the following methods (in order):

- *E-mail (via corporate e-mail where that system still functions)*
- *E-mail (via non-corporate or personal e-mail)*
- *Telephone to employee home phone number*
- *Telephone to employee mobile phone number*

The employees will need to be informed of the following:

- *Whether it is safe for them to come into the office*
- *Where they should go if they cannot come into the office*
- *Which services are still available to them*
- *Work expectations of them during the disaster*

## **Employee Contacts**

The Communications Team will have employee contact information.



## **Communicating with Clients**

After all of the organization's employees have been informed of the disaster, the Communications Team will be responsible for informing clients of the disaster and the impact that it will have on the following:

- *Anticipated impact on service offerings*
- *Anticipated impact on delivery schedules*
- *Anticipated impact on security of client information*
- *Anticipated timelines*

Crucial clients will be made aware of the disaster situation first. Crucial clients will be E-mailed first then called after to ensure that the message has been delivered. All other clients will be contacted only after all crucial clients have been contacted. The Communications Team will have a list of crucial clients to contact during a disaster.





## **Communicating with Vendors**

After all of the organization's employees have been informed of the disaster, the Communications Team will be responsible for informing vendors of the disaster and the impact that it will have on the following:

- *Adjustments to service requirements*
- *Adjustments to delivery locations*
- *Adjustments to contact information*
- *Anticipated timelines*

Crucial vendors will be made aware of the disaster situation first. Crucial vendors will be E-mailed first then called after to ensure that the message has been delivered. All other vendors will be contacted only after all crucial vendors have been contacted.

Vendors encompass those organizations that provide everyday services to the enterprise, but also the hardware and software companies that supply the IT department. The Communications Team will act as a go-between between the DR Team leads and vendor contacts should additional IT infrastructure be required.



## Dealing with a Disaster

If a disaster occurs in Milestone, the first priority is to ensure that all employees are safe and accounted for. After this, steps must be taken to mitigate any further damage to the facility and to reduce the impact of the disaster to the organization.

Regardless of the category that the disaster falls into, dealing with a disaster can be broken down into the following steps:

- 1) Disaster identification and declaration
- 2) DRP activation
- 3) Communicating the disaster
- 4) Assessment of current and prevention of further damage
- 5) Standby facility activation
- 6) Establish IT operations
- 7) Repair and rebuilding of primary facility

### Disaster Identification and Declaration

Since it is almost impossible to predict when and how a disaster might occur, Milestone must be prepared to find out about disasters from a variety of possible avenues. These can include:

- *First-hand observation*
- *System Alarms and Network Monitors*
- *Environmental and Security Alarms in the Primary Facility*
- *Security staff*
- *Facilities staff*
- *End users*
- *3rd Party Vendors*
- *Media reports*

Once the Disaster Recovery Lead has determined that a disaster had occurred, s/he must officially declare that the company is in an official state of disaster. It is during this phase that the Disaster Recovery Lead must ensure that anyone that was in the primary facility at the time of the disaster has been accounted for and evacuated to safety according to the company's Evacuation Policy.

While employees are being brought to safety, the Disaster Recovery Lead will instruct the Communications Team to begin contacting the Authorities and all employees not at the impacted facility that a disaster has occurred.



## **DRP Activation**

Once the Disaster Recovery Lead has formally declared that a disaster has occurred s/he will initiate the activation of the DRP by triggering the Disaster Recovery Call Tree. The following information will be provided in the calls that the Disaster Recovery Lead makes and should be passed during subsequent calls:

- *That a disaster has occurred*
- *The nature of the disaster (if known)*
- *The initial estimation of the magnitude of the disaster (if known)*
- *The initial estimation of the impact of the disaster (if known)*
- *The initial estimation of the expected duration of the disaster (if known)*
- *Actions that have been taken to this point*
- *Actions that are to be taken prior to the meeting of Disaster Recovery Team Leads*
- *Scheduled meeting place for the meeting of Disaster Recovery Team Leads*
- *Scheduled meeting time for the meeting of Disaster Recovery Team Leads*
- *Any other pertinent information*

If the Disaster Recovery Lead is unavailable to trigger the Disaster Recovery Call Tree, that responsibility shall fall to the Disaster Management Team Lead

## **Communicating the Disaster**

Refer to the “Communicating during a Disaster” section of this document.

## **Assessment of Current and Prevention of Further Damage**

Before any employees from Milestone can enter the primary facility after a disaster, appropriate authorities must first ensure that the premises are safe to enter.

The first team that will be allowed to examine the primary facilities once it has been deemed safe to do so will be the Facilities Team. Once the Facilities Team has completed an examination of the building and submitted its report to the Disaster Recovery Lead, the Disaster Management, Networks, Servers, and Operations Teams will be allowed to examine the building. All teams will be required to create an initial report on the damage and provide this to the Disaster Recovery Lead within 3 business days of the initial disaster.

During each team’s review of their relevant areas, they must assess any areas where further damage can be prevented and take the necessary means to protect Milestone’s assets. Any necessary repairs or preventative measures must be taken to protect the facilities; these costs must first be approved by the Disaster Recovery Team Lead.



## **Restoring IT Functionality**

Refer to the “Restoring IT Functionality” section of this document.

## **Repair & Rebuilding of Primary Facility**

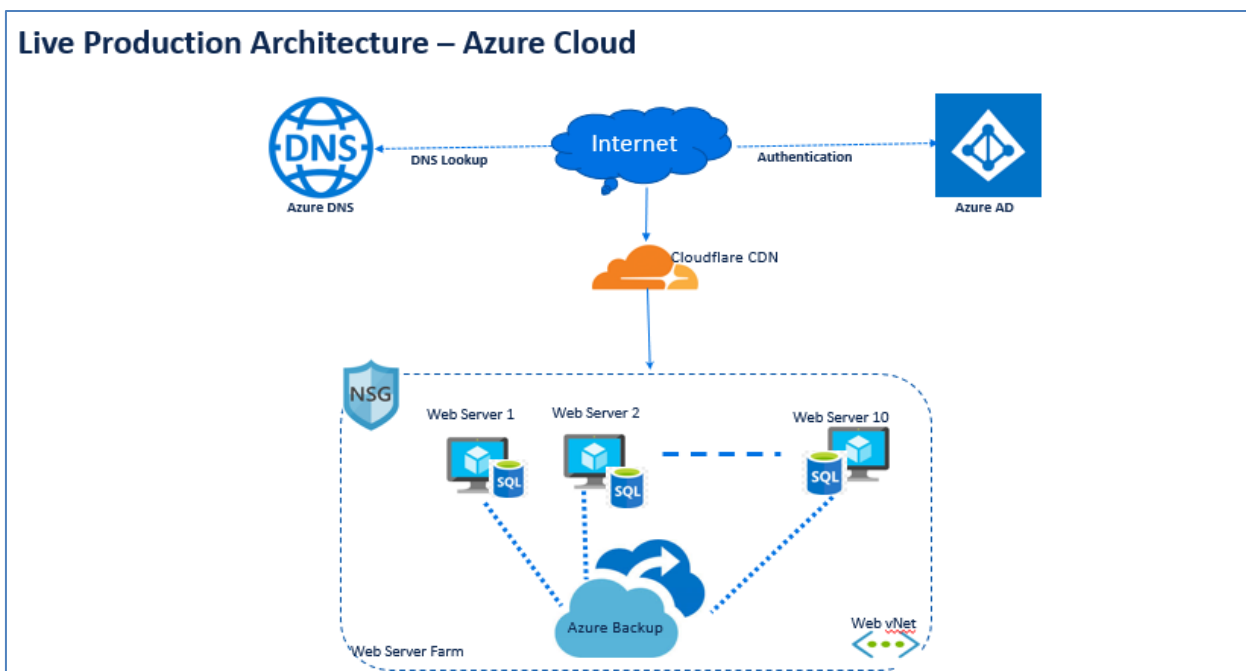
Before Milestone can return operations to Primary Facilities, those facilities must be returned to an operable condition. The tasks required to achieve that will be variable depending on the magnitude and severity of the damage. Specific tasks will be determined and assigned only after the damage to Primary Facilities has been assessed.

## Restoring IT Functionality

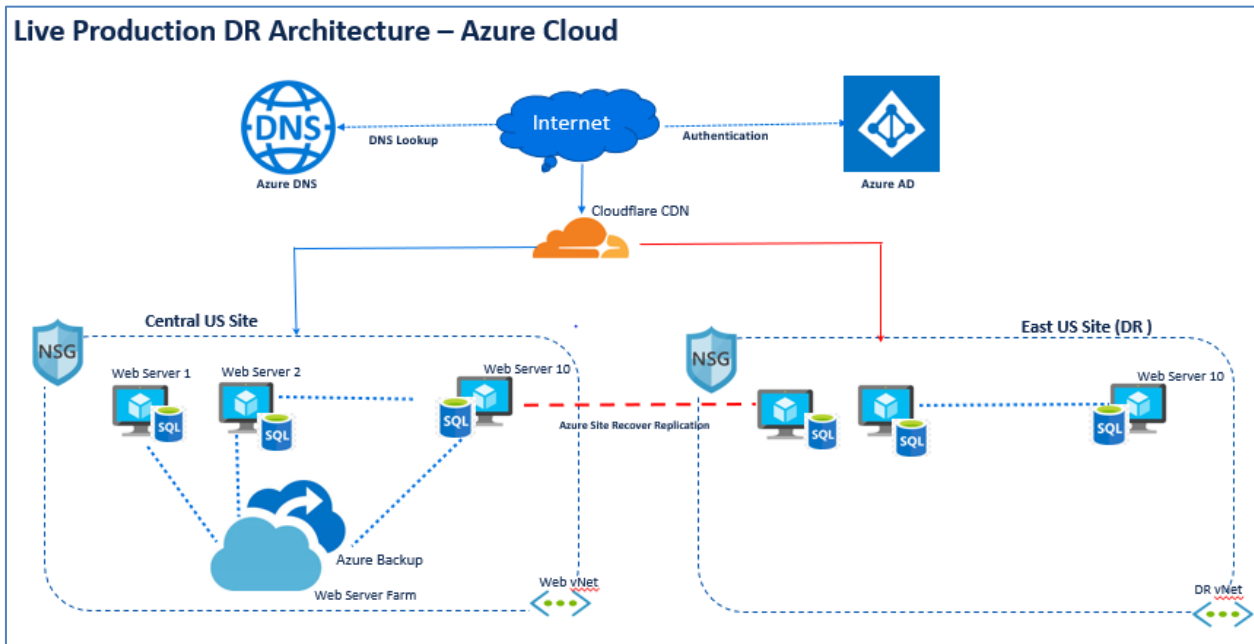
Should a disaster actually occur and Milestone need to exercise this plan, this section will be referred to frequently as it will contain all of the information that describes the manner in which Milestone’s information system will be recovered.

### Milestone Facilities:

1. Azure Cloud:
  - a. Milestone’s website hosting infrastructure and applications reside in Center US Region on Azure Public Cloud Platform.
  - b. Primary Site Architecture for CMS Product:



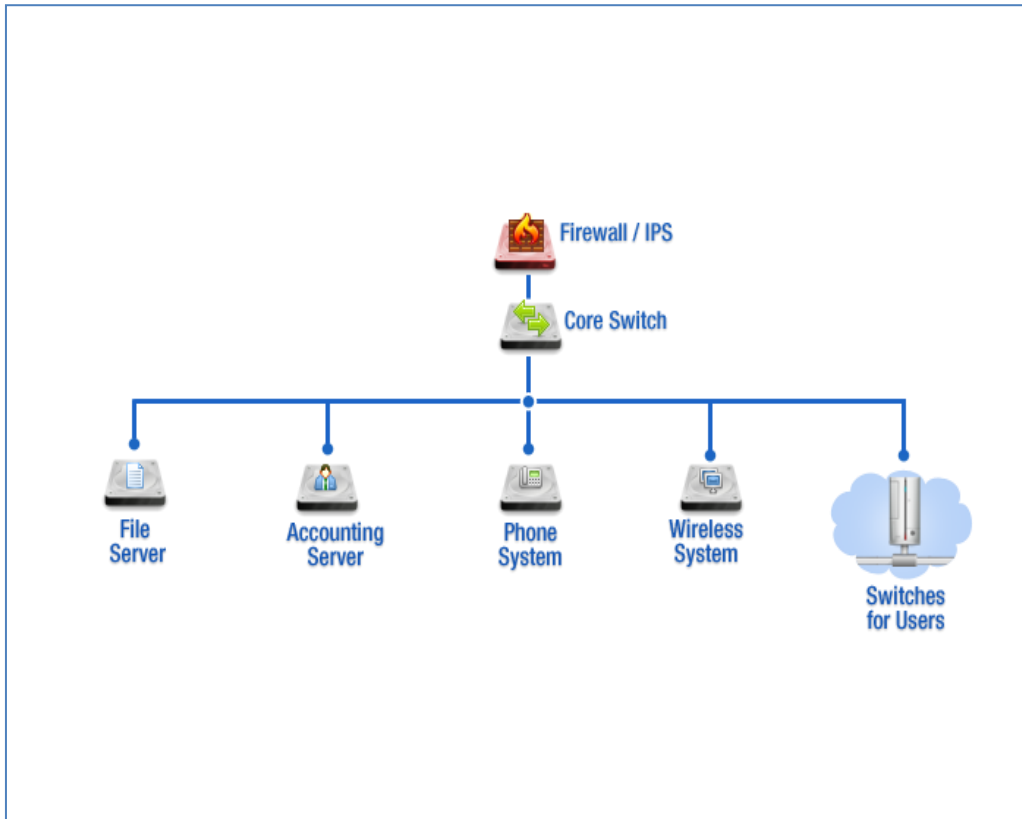
c. CMS DR Architecture:



2. Milestone Offices and Team structure:

Locations	Sales Team	IT Team	Development Team	Client Services Team	Finance (Accounting)	Products Management
Bangalore, India	X	X	X	X	X	X
Ahmedabad, India		X	X	X	X	
US Location (WFH)	X			X	X	X

## Current Local Office System Architecture



## IT Systems

Rank	IT System	System Components (In order of importance)
1	Active Directory	We have setup a Active Director environment on Azure Public Cloud on Azure VM.  All credentials are backup daily and also sync with OneLogin system
2	Accounting	Accounting/Finance system currently resides in NetSuite ERP.  Accounting server: GP system, QuickBooks Database, Accounting Files (these are old files and being used for reference only)
3	File Servers	All data is stored on Microsoft SharePoint Online and OneDrive for Business. The local server stores an additional backup of company files.

## Plan Testing & Maintenance

While efforts will be made initially to construct this DRP in as complete and accurate a manner as possible, it is essentially impossible to address all possible problems at any one time. Additionally, over time the Disaster Recovery needs of the enterprise will change. As a result of these two factors, this plan will need to be tested on a periodic basis to discover errors and omissions and will need to be maintained to address them.

## Maintenance

The DRP will be updated every 12 months or any time a major system update or upgrade is performed, whichever is more often. The Disaster Recovery Lead will be responsible for updating the entire document, and so is permitted to request information and updates from other employees and departments within the organization in order to complete this task.

Maintenance of the plan will include (but is not limited to) the following:

1. *Ensuring that call trees are up to date*
2. *Ensuring that all team lists are up to date*
3. *Reviewing the plan to ensure that all of the instructions are still relevant to the organization*
4. *Making any major changes and revisions in the plan to reflect organizational shifts, changes, and goals*
5. *Ensuring that the plan meets any requirements specified in new laws*
6. *Other organizational specific maintenance goals*

During the Maintenance periods, any changes to the Disaster Recovery Teams must be accounted for. If any member of a Disaster Recovery Team no longer works with the company, it is the responsibility of the Disaster Recovery Lead to appoint a new team member.

## Testing

Milestone is committed to ensuring that this DRP is functional. The DRP should be tested every year in order to ensure that it is still effective. Testing the plan will be carried out as follows:

**Walkthroughs-** Team members verbally go through the specific steps as documented in the plan to confirm effectiveness, identify gaps, bottlenecks or other weaknesses. This test provides the opportunity to review a plan with a larger subset of people, allowing the DRP project manager to draw upon a correspondingly increased pool of knowledge and experiences. Staff should be familiar with procedures, equipment, and offsite facilities (if required).

Any gaps in the DRP that are discovered during the testing phase will be addressed by the Disaster Recovery Lead as well as any resources that he/she will require.

## Call Tree Testing

Call Trees are a major part of the DRP and Milestone requires that it be tested every 6 months in order to ensure that it is functional. Tests will be performed as follows:

- 1) Disaster Recovery Lead initiates call tree and gives the first round of employees called a code word.
- 2) The code word is passed from one caller to the next.
- 3) The next workday all Disaster Recovery Team members are asked for the code word.
- 4) Any issues with the call tree, contact information etc will then be addressed accordingly.