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I. PURPOSE

The purpose of the policy is to establish the response to any situation severely impacting business continuity. This policy will clearly define staff roles and responsibilities, to whom it applies, and under what circumstances, standards, and metrics (e.g., to enable prioritization of the incidents), as well as reporting and remediation mechanisms. The policy shall be well publicized and made easily available to all personnel involved in the recovery process.

II. SCOPE

This policy applies to any situation in which the Information Technology infrastructure is compromised or otherwise rendered inoperable to the extent that business is unable to be conducted.

III. DEFINITIONS

“Information Technology (IT) Asset” refers to any computer hardware, network hardware, software, or Information Technology-based Polyhose information. In this context, “asset” and “Information Technology (IT) Asset” are understood to be the same.

“Information Technology (IT) Service” refers to any data or voice connection, file share, data store, e-mail, or communication medium. In this context, “service” and “Information Technology (IT) Service” are understood to be the same.

IV. POLICY

A. RESPONSE

When an occurrence takes place that impacts the IT infrastructure, the IT Manager will be contacted at the earliest opportunity. After the IT Manager has assessed the situation, the Director will be updated.

The Director will chair an incident response team to handle the incident. The team will include (based on availability) members from:

- Internal;
- IT Support;
- Affected unit(s) or department(s);
- Additional individuals as deemed necessary by the Director.

IT Support, along with the designated team, will analyze the situation to determine the affected assets and services. After the affected assets and services have been identified, IT personnel along

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with the Director of Internal Operations will determine the most expedient and cost-effective means of replacing the needed assets and services by reaching out to standard vendors. Every effort will be made to put in place temporary solutions to address immediate needs such as Internet and phone connections along with data access requirements.

All business data is currently stored in the cloud on a secure platform. All data is accessible via secure sign-in and can be made available at any time. Should data stored on the cloud service become corrupted or otherwise made unusable, a dedicated cloud backup is in place to allow for the restoration of data.

E-mail is currently hosted in the cloud on a secure platform. E-mail is accessible via secure sign-in and can be made available at any time. Should data stored on the cloud service become corrupted or otherwise made unusable, a dedicated cloud backup is in place to allow for the restoration of data.

Servers are currently hosted in the cloud on a secure platform. The cloud-hosted servers are backed up on a regular basis, and restoration is available on demand.

The incident response team will communicate the decided response plan to the staff along with an estimated timeline of IT asset and service replacement and availability.

IV. POLICY COMPLIANCE

A. COMPLIANCE MEASUREMENT

The Internal Operations Department will verify compliance with this policy through various methods, including but not limited to business tool reports, internal and external audits, and feedback to the policy owner.

B. NON-COMPLIANCE

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

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Rev No	Rev Date	Description	Remarks
00	02.04.2022	Initial release	-

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