

# BUSINESS CONTINUITY PLAN

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### 1. BUSINESS INFRASTRUCTURE

DigitalEd's Business Systems are designed to enable our entire team to operate in a fully remote environment, utilizing a collection of commercial cloud-based systems for the day-to-day operation and support of our business. All our systems have Backup and Disaster Recovery procedures, that enable us to initiate service restoration procedures in the event of a disaster or significant disruption.

Specifically, Möbius Customer Instances are deployed across global cloud regions, with backups containing configuration settings for automated deployment stored in a different region in case of Regional Cloud Failure. DigitalEd makes use of Google Cloud Platform (GCP) and Aliyun for cloud storage and delivery of our services. This strategy of working with third-party, commercial cloud vendors also enables us to leverage their Disaster Recovery services as additional support to maintain business continuity in the event of a disaster. Our Cloud Infrastructure allows us to deploy instances in various Cloud Locations provided by and maintained by our vendors: GCP and Aliyun<sup>1</sup>. See [cloud.google.com/about/locations](https://cloud.google.com/about/locations) for more details on the various global locations we have access to for Instance deployment and storage of Backups and Configurations.

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<sup>1</sup> Aliyun offers a number of location options for instance deployment in their Cloud, but all within Mainland China, as such we have an additional service that is managed by Aliyun for disaster recovery of data and failover to viable regions, for the case of our customers deployed within Mainland China.

We do not house all of DigitalEd's Business Systems in any one location; it is unlikely that in the event of a disaster, all Business Systems will be unreachable or require alternative means of service delivery as a result of a singular event. As such, our Business Continuity Plan reflects this, and is captured as a set of procedures and processes to initiate and execute in the event of a disaster, in order of priority, and where applicable.

## 2. BUSINESS FUNCTION RECOVERY PRIORITIES

The Server Reliability Engineering and Business (IT) Systems teams restore services based on critical business functions. These functions include, in order of priority:

1. Business System Recovery and Restoration Documentation
2. Customer Instance Access and Monitoring
3. Licensing and Identity Management Services (Data and Access Security Systems)
4. Communications Systems
5. DevOps System Access and Monitoring
6. Platform Service Code Repository
7. Account Management and Financial Systems
8. Customer Relationship Management Systems
9. Business Productivity Systems
10. DigitalEd Website and Social Media Staging Repositories

All preceding functions have independent procedures for recovery and restoration, documented in DigitalEd's internal Wiki, and backed up for recovery in case of disruption within our GSuite data backup system. Access to the GSuite backup is attainable by all members of the DigitalEd Executive Leadership Team.

## 3. ALTERNATE BUSINESS OPERATIONS PLANS

In the event of a disaster or disruption that inhibits the continuation of DigitalEd's business processes using its normal business systems and services, the following Alternate Business Operations will be put in place:

- **PLAN I: SHORT TERM DISRUPTION**

Immediately following the discovery of the disruption of DigitalEd's ability to continue its normal business, emergency service restoration activities will commence, according to the following order of priority (where applicable):

- o Restoration of Customer Instances via regional backups, into an unaffected Cloud Region
- o Restoration of Licensing and Identity Management Systems via regional backups
- o Communications Systems restoration via third-party vendor recovery services
- o Account Management and Financial systems restoration via third-party vendor recovery services

A comprehensive Impact and Damage Assessment is completed once the functions identified are restored to establish a timeline for the expected duration of disruption to normal business systems and services. The result of this assessment informs our next steps. In the case of imminent restoration of normal service function, PLAN I continues unchanged until services are restored to their original state. Once all original services are verified as operational, Customer Instances are redirected to their original instance locations.

- **PLAN II: LONG TERM DISRUPTION**

Immediately following the discovery of the disruption of DigitalEd's ability to continue its normal business, emergency service restoration activities will commence, according to the following order of priority (where applicable):

- Restoration of Customer Instances via regional backups
- Restoration of Licensing and Identity Management Systems via regional backups
- Communications Systems restoration via third-party vendor recovery services
- Account Management and Financial systems restoration via third-party vendor recovery services

Further to Service Restoration for all vital systems in the same priority and timeline as designed for a Short Term Disruption, a comprehensive Impact and Damage Assessment is also completed to establish a timeline for the expected duration of disruption to normal business systems and services. If the expected disruption exceeds a reasonable timeframe before original business systems and services can be restored, the following activities will commence:

- Restoration of DevOps System Access and Monitoring, and migration to a new Cloud Location
- Platform Service Code Repository restoration via third-party vendor recovery services
- Restoration of Customer Relationship Management Systems via third-party vendor recovery services
- Restoration of Business Productivity Systems (GSuite, Slack, BambooHR etc.)
- Customer Instance migration to new permanent Cloud Location
- Restoration of Historical Instance Data into newly migrated Customer Instances
- DigitalEd Website and Social Media Staging Repositories

## **4. RECOVERY PHASES**

DigitalEd's Recovery Plan proceeds as follows:

### **A. DISASTER OCCURRENCE**

An event is identified and declared a disaster by Executive Leadership. The Chief Executive and/or Chief Operating Officer makes the decision to activate the rest of the recovery plan for Business Continuity. Business function leaders are notified and begin further communication to the Recovery Teams to initiate next steps.

### **B. ALTERNATE PLAN ACTIVATION AND OPERATION**

The business continuity plan is put into effect, beginning with PLAN I by default, in order to restore vital functions immediately. Operations within PLAN I continue until original service is restored, or proceeds to PLAN II in the case of such a recommendation resulting from the Impact and Damage Assessment.

## C. TRANSITION TO ORIGINAL SERVICES

Business System restoration to original services proceeds in accordance with documented DigitalEd processes and procedures. After verification of full restoration of original services, Customer Instances are confirmed as fully accessible by Asset Owners, and instances deployed in alternate cloud locations are decommissioned with access removed and data cleansed.

## 5. RECORDS BACKUP AND RESTORATION PLAN

During regular service, all configuration and customer instance operation data are backed up to maintain 30 days of operational detail. Disaster Recovery and Business Systems teams maintain, control, and periodically check on all the records that are vital to the continuation of business operations and that would be affected by facility disruptions or disasters. The teams periodically back up and store the most critical files in a separate location.

## 6. RECOVERY TEAMS

In the event of a disaster, the Business Continuity Coordinator (Chief Operating Officer) will notify and assemble identified recovery teams and ensure all identified members are able to perform their given responsibilities within the PLAN.

### A. RECOVERY TEAM CONTACTS

Stored in the **Contact List** Appendix

### B. SERVICE RECOVERY TEAM RESPONSIBILITIES

#### **Business Continuity Coordinator**

- Executive Leadership Communication
- GSuite Restoration of Business System Recovery and Restoration Documentation (where applicable)
- Plan Activation

#### **Security Officer**

- Data and Access Security System Restoration
- Impact and Damage Assessment
- Recovery and Restoration Procedure Backup and Maintenance
- Recovery Team Preparedness and Training

#### **Engineering Recovery Lead**

- Recovery Team Preparedness and Training
- Management of Recovery, Restoration, and Monitoring of Customer and DevOps Systems
- Management and Coordination of Business Systems Recovery and Restoration

#### **Marketing Recovery Lead**

- Customer and Public Relations Messaging
- Internal Communications
- Website Recovery and Restoration

#### **Customer Success Recovery Lead**

- Customer Instance Recovery Verification
- Customer Data Validation
- Customer Notification and Communication

## 7. RECOVERY PROCEDURE & SEQUENCE

Details of the specific activities and tasks needed to recover normal and critical business operations are captured within DigitalEd's internal Wiki. Each of the following described by enumerating the specific set of activities and tasks needed to recover appropriately.

- i. Disaster Occurrence
- ii. Notification of Management
- iii. Plan Activation
- iv. Impact and Damage Assessment
- v. Restoration of Data Process and Communication with Backup Location
- vi. Transition Back to Primary Operations
- vii. Relocation of Resources Back to Original Location

## 8. APPENDIX

This section lists all the appendices (not included here) that accompany this Business Continuity Plan. They are documented and captured within DigitalEd's internal Wiki, and backed up for recovery in case of disruption within our GSuite data backup system:

- Employee Contact List
- Disaster Recovery Team Contact List
- Customer Records
- Partner and Vendor Lists
- Business (IT) System Reports and Resources
- Impact and Damage Assessment Template
- Recovery Task Lists

APPENDICES ARE NOT INCLUDED IN THIS VERSION - please contact [spaul@digitaled.com](mailto:spaul@digitaled.com) for any additional information regarding this document.