Business Continuity Plan (for Customers)

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Signatures:

Author: Your signature indicates that you have authored this document.	
Name: Sarah Taney **Title:** Corporate Business Analyst **Business Unit:** Corporate IT (Corp IT)	**Signature** **Date** (DD-Mon-YYYY)

Function Area Lead Your signature indicates agreement that the content of this document is aligned with business processes and procedures.	
Name: Chris Stratton **Title:** Director of Infrastructure **Business Unit:** Corporate IT (Corp IT)	**Signature** **Date** (DD-Mon-YYYY)

Senior Management: Your signature indicates approval of this document.	
Name: Michael Zucker **Title:** Vice President, Corporate IT (Corp IT) **Business Unit:** Corporate IT (Corp IT)	**Signature** **Date** (DD-Mon-YYYY)

Quality Assurance Compliance: Your signature indicates approval of this document and agreement that the content is aligned with business processes, policies, procedures, guidelines, and industry best practices.	
Name: Sean Bernard **Title:** Director of Quality Assurance Compliance **Business Unit:** Corporate IT (Corp IT)	**Signature** **Date** (DD-Mon-YYYY)

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1 Revision History

Version	Date Created (DD-Mon-YYYY)	Revisions Made	Author
3.0	16-Mar-2020	Major update: Revised to include directives for epidemics.	Sarah Taney
2.0	21-Jan-2020	Major update: Revised to allow planned deviations from this document upon agreement by Perficient business teams and Perficient customer.	Sarah Taney
1.0	17-Oct-2018	Initial Version	Sarah Taney

2 Purpose

This plan (PLN) is in accordance with PRC-001, *Controlled Documents*, and defines Perficient's Business Continuity Plan for customers,

3 Intended Audience

This document is intended for Perficient IT Personnel, Perficient Personnel and Perficient's management, as well as the Perficient customer to whom it has been disclosed.

4 Scope

4.1 Inclusions

The Business Continuity Plan is limited in scope to recovery and business continuance of Services to a Perficient Customer from a serious disruption in activities and/or localized disasters that affect regional Perficient offices or locations where such Services are performed.

4.2 Exclusions

Unless otherwise modified, this plan does not address temporary interruptions of duration less than the time frames determined to be critical to the performance of Services.

The scope of this plan is focused on localized disasters such as fires, floods, epidemics, and other localized natural or man-made disasters. This plan is not intended to cover major regional or national disasters such as regional earthquakes, war, or nuclear holocaust. However, it can provide some guidance in the event of such a large scale disaster.

This plan does not cover Perficient's internal business recovery and continuance. Such actions are addressed in PLN-003, *Business Continuity Plan*.

5 Definitions

For definition of terms used within this document, reference REF-001, *Glossary of Terms.*

The table below defines terms that are specific to the understanding of this PLN and may or may not be included in REF-001:

Term (Acronym)	Definition
Affected Area	A geographic region where sustained community transmission of a mass illness/epidemic has been identified, and/or an area where local/regional restrictions and mandates impact transportation and infrastructure to a degree that it interferes with the ability of Perficient colleagues within that area to perform their duties. Actions taken by Perficient colleagues within Affected Areas will be approved by their VP and the COO at the recommendation of the General Manager.
Business Continuity (BC)	The processes and procedures implemented before, during, and after a disaster to ensure critical business processes continue to operate, or are recovered as quickly as possible if they should fail.

Term (Acronym)	Definition
Perficient Personnel	Officers, agents, employees, contractors, vendors, temporary workers, and volunteers performing business functions for or on behalf of Perficient

6   Roles and Responsibilities

Use the roles and responsibilities in the table below as examples to describe the roles and responsibilities specific to this PLN.

Role	Responsibility
Author	Update the document as necessary, and provide a detailed revision history.
Functional Area Lead	Prior to providing approval signature, review this PLN for accuracy and relevance to Perficient's business processes for the functional area and adherence to approved Perficient policies, procedures, guidelines, and reference documents. When applicable, provide comments to the author to ensure the PLN is accurate and in accordance with internal Perficient practices.
Perficient IT Personnel	Adhere to this Plan.
Perficient Management	Adhere to this Plan.
Head of Quality Assurance Compliance	Prior to providing approval signature, review this PLN for relevance, and adherence to approved Perficient policies, procedures, guidelines, and reference documents. When applicable, provide comments to the author to ensure this PLN is complaint with internal and external compliance and regulatory requirements.

7   Plan

7.1   Introduction

7.1.1   How to Use This Plan

In the event of a disaster or interruption in business service which interferes with Perficient Inc.'s ability to provide service to its customers, this plan is to be used by the responsible individuals to coordinate the service recovery. The plan is designed to contain, or provide reference to, all of the information that might be needed at the time of a business recovery.

7.1.2   Objectives

The objective of the Business Continuity Plan is to coordinate recovery of critical business functions in managing and supporting the business recovery in the event of a facilities (office building) or technology infrastructure disruption, significant resource impact or disaster. This can include short or long-term disruptions, such as fires, floods, earthquakes, explosions, terrorism, tornadoes, extended power interruptions, hazardous chemical spills, health crisis, and other natural or man-made disasters.

A disaster is defined as any event that renders a business facility inoperable or unusable so that it interferes with the organization's ability to deliver essential business services.

The priorities in a disaster situation are to:

- Ensure the safety of employees and visitors in the office buildings.
- Mitigate threats or limit the damage that threats can cause.
- Have advanced preparations to ensure that critical business functions can continue.
- Have documented plans and procedures to ensure the quick, effective execution of recovery strategies for critical business functions.

7.1.3   Changes to the Plan/Maintenance Responsibilities

Maintenance of the Business Continuity Plan is the joint responsibility of IT management and the General Manager where the Customer work is being performed.

7.1.4   Plan Testing and Training Procedures and Responsibilities

IT management is responsible for ensuring the workability of the Business Continuity Plan. This should be periodically verified by active or passive testing. They are also responsible for ensuring that the personnel who would carry out the Business Continuity Plan are sufficiently aware of the plan's details. This may be accomplished in a number of ways including; underline practice exercises, participation in tests, and awareness programs.

7.1.5   Planned Deviations

This document has been written as a generic document applicable to a wide variety of customer engagements and configurations. In certain instances it is expected that the procedures defined in this plan will need to be amended to support specific customer requirements.

When this occurs, the Perficient business team engaging with the customer, with the customer's full knowledge and agreement, may deviate from this PLN to meet that customer's needs; however, any deviations from this PLN agreed to between the Perficient business team and that customer shall only apply to services performed for that customer.

7.2   Business Continuity Strategy

7.2.1   Introduction

The IT Business Continuity Plan describes the strategy devised to maintain business continuity in the event of a facilities or infrastructure disruption or significant resource impacts.

7.2.2   Relocation Strategy and Alternate Business Site

In the event of a disaster or disruption to the office facility(s), the short-term strategies (for disruptions lasting two weeks or less), include:

- **Work from home:** All Perficient resources are equipped with a company laptop and the ability to connect to the Perficient network (or Customer network) through secured VPN connection
- **Work from customer location**: If Customers have capacity at their office location, Perficient resources can leverage company issued laptop and utilize secure VPN software to connect to the Perficient network (or Customer network)

For all locations, if a long-term disruption occurs (i.e. major building destruction, etc.); The long-term strategies will be to acquire/lease and equip new office space in another building in the same metropolitan area.

7.2.3   Strategy for Epidemics

Perficient will continually monitor the status of any mass illnesses or epidemics to determine their potential to disrupt Perficient operations.

If a mass illness/epidemic emerges that has the potential to affect Perficient operations, the following actions will be taken.

1. Health information relevant to the epidemic will be shared with all colleagues. This may include information for identifying the symptoms of the illness, avoiding exposure, and instructions for limiting its spread.

2. Sick colleagues and individuals demonstrating symptoms will be required to leave the office.

3. Project managers will actively monitor each work-from-home colleague's productivity to ensure they are able to complete their assigned tasks/deliverables outside the office.

4. Office locations will implement a routine cleaning of high use surfaces such as shared workstations, countertops, and doorknobs.

5. Colleagues will be encouraged to bring their laptops home daily along with any information required to perform their job functions, excepting confidential documents, which are not to be removed from Perficient offices, as per POL-004, *Data Handling and Classification*.

6. Colleagues will continue to travel as required by client commitments, unless the client indicates otherwise. Travel for internal Perficient business may be restricted at the direction of General Managers, in consultation with their VP and the COO.

7. If a Perficient colleague chooses to travel to an Affected Area of the epidemic for personal reasons, the colleague must work out contingency plans with the project/department management in advance of departure.

If an epidemic has impacted Perficient operations, due to client-enacted BCP or due to a Perficient office location being within the Affected Area, the following additional actions will be taken in those project/office locations directly impacted by the epidemic.

1. All colleagues will be required to work from home, whenever possible.

2. Travel by Perficient colleagues to the Affected Area of the epidemic may be suspended.

3. Project managers will actively monitor each work-from-home colleague's productivity to ensure they are able to complete their assigned tasks/deliverables outside the office.

7.2.4   Vital IP Backup

Customer Operational data is typically not stored or maintained per Perficient policy within the Perficient infrastructure. However, if due to the nature of the Customer engagement such storage or maintenance was required (i.e. application code) on Perficient infrastructure, then this IP would be backed up according to Perficient production standards and would be recoverable in the event of a disruption.

This assumes Perficient maintains the master IP otherwise Customer would have copies of IP and backup policy would not be utilized on Perficient infrastructure.

7.3   Recovery Teams

7.3.1   Purpose and Objective

This section of the plan identifies who will participate in the recovery process for the Business Continuity Plan.

7.3.2   Recovery Team Assignments

This section identifies the team roles and the specific responsibilities that have been assigned to the team.

- Corporate Team leader – [Vice President of Perficient IT]. Overall coordination of Recovery Team.
- Field Team Leader – [General Manager for impacted project/office location]. Works in collaboration with Corporate Team leader to lead the recovery efforts.
- Department Support Teams – Various departments will be engaged to support recovery efforts. These could include; HR, Finance, Contracting, IT, Legal.

7.3.3   Responsibility of Business Continuity Team Leaders

In the event of a disaster, the Business Continuity Team leaders are responsible for ensuring that the following activities are successfully completed:

- Works with the Perficient Inc. Emergency Management Team to officially declare a disaster, and start the Disaster Recovery/Business Continuation process to recover Perficient Inc.'s business functions at an alternate site.
- Alert Perficient Inc.'s Senior Management that a disaster has been declared.
- Monitor the progress of all Business Continuity and Disaster Recovery teams daily.
- Present Business Continuity Plan recovery status reports to impacted Customer and Perficient Senior Management on a daily basis.
- Interface with appropriate work management personnel throughout the recovery process.
- Provide on-going support and guidance to the Business Continuity teams and personnel.
- Review staff availability and recommend alternate assignments, if necessary.
- Work with Perficient Inc.'s Senior Management to authorize the use of the alternate recovery site selected for re-deploying critical Perficient Inc. resources.
- Review and report critical processing schedules and backlog work progress, daily.

7.4   Recovery Procedures

7.4.1   Purpose and Objective

This section of the plan describes the specific activities and tasks that are to be carried out in the recovery process.

7.4.2   Recovery Activities and Tasks

7.4.2.1   ACTIVITY 1: Initiate BCP Communication

    a. Contact BCP Leadership

      i.   Call 314-995-8816 to reach the Corporate Team Leader

      ii. Call the responsible Perficient General Manager

7.4.2.2   ACTIVITY 2: BCP Leadership Initiates LOCALIZED Business Continuity Interruption Assessment

a. Assess the situation working with Project, Local Office, and BCP Leadership
   i. Facility: Immediate evacuation required? If so, follow building procedures for evacuation.
   ii. Personnel: Any injuries? If so, assist if possible, call for emergency support.
      1. Role call – determine if all resources are accounted for
      2. Track down any missing resources
   iii. Determine extent of impact and what department processes will be required for recovery
b. BCP Leadership determines if reentry into impacted facility will be allowed based on conditions of the environment
c. BCP Leadership begins communications to impacted parties
d. BCP Leadership engages additional recovery team resources
   i. Based on assessment contact leaders of Perficient departments for resource support
   ii. Provide timeline and expectations for support delivery

7.4.2.3   ACTIVITY 2: Back up resource utilization – Based on results of disruption assessment

a. Facilities – when normal office or client site locations are unavailable, resources are instructed to work from home, alternative Perficient office, or client site location.
b. Hardware – if damaged or unavailable, resource should contact Perficient IT for alternative device options
c. Resources – if injured or unable to work for health reasons, termination, H1B
   i. Engage with Field Team Leader and project leadership to identify and engage additional resources with required skills

7.4.2.4   ACTIVITY 3: CORPORATE Perficient BCP Situation

a. Core system interruption impacts Perficient resource communications
   i. Email/Skype: if unavailable, Perficient resources would use mobile or local phones for communications until email is restored
   ii. Payroll: if unable to process payroll, checks will be manually distributed to Perficient resources

8 References

See the table below for documents referenced within this PLN:

Document Number/Document Title
PLN-002, *Disaster Recovery Plan*
PLN-003, *Business Continuity Plan*
POL-004, *Data Handling and Classification*
PRC-001, *Controlled Documents*
REF-001, *Glossary of Terms*