Business continuity policy

Definition:

A business continuity plan is designed to avoid, mitigate and recover from business affecting events ranging from minor interruptions to disasters. By planning for such it enables the business to mitigate and handle events with less impact to the business and clients.

Summary:

The purpose of this policy is to set out the Serviceji approach to business continuity and to outline the objectives, tasks and responses to specific events. Serviceji Business Continuity planning includes any event from short term interruptions to service to the possibility of a major disaster such as loss of building.

Who this policy covers:

This policy is enacted by specific staff members, but its guidelines are applicable to all individuals at every level within ServiceJi. In this policy, "third party" refers to any individual or organization that ServiceJi comes into contact with.

Objectives:

• Reduction of risks.

• Swift recovery from disruptions.

• Sustaining the highest possible level of services.

Statements & Principles:

 • All ServiceJi plans and policies are adaptable to new business processes and services, and any changes will be communicated to all stakeholders.

• The risks of events are assessed based on their impact and probability, forming a practical and achievable foundation for continuity planning.

• This document outlines the events covered by ServiceJi's continuity planning, detailing agreed-upon and consistent characteristics for each scenario.

• Communication with business units will be maintained through all available means, including email, telephone (VOIP, mobile, and landline), SMS, and physical notification. Key contact details will be updated and made accessible to all employees both electronically and in printed form.

General Procedures:

When identifying and assessing a risk event, if the event is not detailed in this document, the procedures for the most similar event listed should serve as the template and be adjusted as needed. Updates on the progress, whether positive or negative, in managing the event must be consistently communicated to ServiceJi key contacts, all impacted ServiceJi employees, clients, and suppliers involved. Upon the resolution of the event, an analysis of the incident details should be conducted with the aim of enhancing future responses and risk mitigation.

Events requiring continuity response and mitigation:

Network Connectivity Loss – Medium Risk – High Impact

Description: Internet or network malfunction, including loss of email/IM systems.

Affected: All functions dependent on central file repositories and email/IM communications.

Procedures:
Contact the available ServiceJi senior network engineer to log the issue and determine its characteristics. All stakeholders should be contacted via telephone to switch all communications to non-VOIP telephony methods such as landline and mobile phone. All communications conducted through alternative methods must be documented so that the details can be logged into the system after the issue is resolved.

Event Management: The ServiceJi senior network engineer along with a senior ServiceJi staff member will coordinate the response to the event.

Resources: Landline and mobile telephony, and backup systems.

Networked Hardware Loss or Interruption – Low Risk – High Impact

Description: Malfunctioning of networked hardware such as central servers.

Affected: All functions dependent on central file repositories and/or online systems hosted on the affected hardware.

Procedures:
Contact the available ServiceJi senior network engineer to log the issue and determine its characteristics. All stakeholders should be informed via telephone about the progress and expected timeframe for resolution. If hardware issues cannot be resolved within the agreed timeframe, domains linked to the networked hardware should be redirected to servers that contain backed-up online files and email systems. Any incremental backups should be applied to these systems before redirection. Once the issue is resolved and deemed unlikely to recur, the affected hardware should be reconnected to the systems; alternatively, new hardware should be prepared and configured as a replacement.

Event Management: The ServiceJi senior network engineer and a senior ServiceJi staff member will coordinate the response to the event.

Resources: Network, hardware, and backup systems.

Telephone Connectivity Loss – Low Risk – High Impact

Description: Malfunction of telephone hardware, lines, or systems.

Affected: All functions and clients that depend on telephone support.

Procedures:
Contact the available ServiceJi senior network engineer to log the issue and ascertain its characteristics. If the telephony loss is related to a networking issue affecting VOIP, then all stakeholders, clients, and suppliers should be contacted via landline and mobile phone, email, or helpdesk ticketing to shift all communications to non-VOIP telephony. All telephony through online PBX should be redirected to landline and/or mobile phones.
If the telephony loss is due to a landline problem, then contact all stakeholders, clients, and suppliers via VOIP telephony, mobile phone, email, or helpdesk ticketing to ensure all communications are switched to available VOIP, mobile, or alternative methods.
All communications conducted via alternative methods must be documented so that the details can be logged into the system after the resolution of the event.

Event Management: The ServiceJi senior network engineer and a senior ServiceJi staff member will coordinate the response to the event.

Resources: Landline, VOIP, and mobile telephony, and PBX systems.

Linked Events: Network connectivity loss.

Lost Files (Major) – Low Risk – High Impact

Description: Significant or complete loss of data files due to issues such as network failures or building loss.

Affected: All functions that rely on the use of electronic data.

Procedures:
Contact the available ServiceJi senior network engineer to log the issue, ascertain its characteristics, and estimate the likely duration of the disruption. Confirm with the ServiceJi Operations Manager whether restoration from online, onsite, and offsite backup systems is required. If a complete system restoration is not feasible within the agreed timescale, consider lower-level ad hoc file restoration. Inform all stakeholders of the incident and the planned actions/resolutions, including affected employees, clients, and suppliers.

Event Management: The ServiceJi senior network engineer and a senior ServiceJi staff member will coordinate the response to the event.

Resources: Online, onsite, and offsite backup systems.

Linked Events: Building loss.

Lost Files (Specific Files/Directories) – Low Risk – Variable Impact

Description: Loss of specific data file(s) due to issues like network problems or accidental deletion/overwriting.

Affected: All functions that rely on the use of the specific electronic data lost.

Procedures:
Contact the available ServiceJi senior network engineer to log the issue, determine its characteristics, and initiate restoration from the latest backup, whether it is local to the ServiceJi user of that file or via an onsite, offsite, or online backup system. Inform all stakeholders of the incident if the file cannot be restored within the agreed timeframe and if the loss of the file has a significant negative impact.

Event Management: The relevant ServiceJi Project Manager will coordinate the response to the event.

Resources: Local computer, online, onsite, and offsite backup systems.

Local Hardware Loss or Interruption – Low Risk – Low Impact

Description: Malfunction of local hardware such as PCs and printers.

Affected: All functions that depend on the use of the affected hardware.

Procedures:
Contact an available ServiceJi engineer to log the problem. If there's a relationship with a manufacturer or supplier, reach out for assistance. Switch operations to another available machine. Any data stored on local HDDs should be backed up by the ServiceJi engineer, with data then transferred to the new hardware.

Event Management: The ServiceJi engineer will coordinate the response to the event.

Resources: Local hardware and backup systems.

Power Loss – Low Risk – High Impact

Description: Failure of localized power units, lighting, or entire power supply.

Affected: All functions.

Procedures:
If it's a localized issue, contact an available ServiceJi engineer to assess and potentially relocate the affected equipment. If the entire power supply fails, the ServiceJi Operations Manager should coordinate with relevant engineers and contact local power companies if no advisories have been broadcasted. UPS backup systems will provide temporary power. The ServiceJi Operations Manager should monitor the situation and, if power is not expected to be restored before UPS systems expire, confirm the feasibility of moving ServiceJi operations to a recovery site equipped with phone and networked computers connected to backed-up data, implementing work-from-home protocols, or a combination of both. Changes to this plan will be communicated to all employees both electronically and in printed forms. Inform all stakeholders of the event and the planned actions/resolutions, including affected employees, clients, and suppliers.

Event Management: A senior ServiceJi staff member will coordinate the response to the event.

Resources: Power equipment, UPS, ServiceJi data card enabled laptops/tablets, mobile phones.

Linked Events: Building loss.

Building Loss – Low Risk – High Impact

Description: Building rendered unusable due to events such as flooding, fire, or structural risks.
Affected: All functions.

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Procedures:
The ServiceJi Operations Manager must confirm the appropriate response, which may include relocating ServiceJi operations to a recovery site equipped with phones and computers connected to backed-up data, implementing work-from-home protocols, or a combination of both. Changes and details will be communicated to all employees both electronically and in printed forms. Inform all stakeholders of the incident and the planned actions/resolutions, including affected employees, clients, and suppliers.

Event Management: A senior ServiceJi staff member will coordinate the response to the event.

Resources: ServiceJi data card enabled laptops/tablets, mobile phones.

Linked Events: All events

Policy Responsibility and Monitoring:

Direct responsibility for this policy, along with its monitoring and reporting, is assigned to the Serviceji Operations Manager (operations@serviceji.co). All inquiries, comments, and suggestions should be directed to Imad Khanzada. Each individual is accountable for adhering to the policy and contributing to its success. This policy does not constitute part of any employee's contract of employment and may be amended at any time.