

## **Business Continuity Plan for Zoom**

To ensure seamless communication services during disruptions.

### **Zoom Communication Continuity Plan**

#### **Objective:**

To maintain reliable communication services for users worldwide during unforeseen disruptions, including service outages, natural disasters, or cyber incidents.

#### **Key Areas of the Plan**

##### **1. Redundant Communication Infrastructure**

- **Cloud Failover:** All communications hosted on Zoom's cloud platform automatically reroute to alternate servers in different geographic locations in case of regional disruptions.
- **Regional Backup Sites:** Data centers in North America, Europe, and Asia-Pacific ensure global coverage and load balancing.
- **Third-Party Partnerships:** Collaboration with Amazon Web Services (AWS) to provide scalable backup resources.

##### **2. Incident Management and Communication**

- **Incident Teams:** A dedicated Communication Incident Response Team (CIRT) assesses outages and provides real-time updates to users.
- **Customer Notifications:** Proactive alerts via email, social media, and the Zoom Status page during disruptions.
- **Priority Handling for Critical Clients:** Healthcare and government customers receive prioritized support during crises.

### **3. Testing and Simulation**

- Quarterly Disaster Recovery Tests: Simulate server failures and communication outages to refine response protocols.
- Tabletop Scenarios: Collaboration with stakeholders to test real-time resolution plans.

### **4. Employee Training**

- Crisis Response Protocols: Regular training sessions to equip employees with strategies for managing communication crises.
- Internal Drills: Team-based exercises to improve coordination during outages.

### **5. Post-Incident Analysis**

- Root Cause Review: A detailed analysis is conducted after every incident to identify causes and improve the system.
- Transparency Reports: Periodic updates provided to users on platform stability and incidents.