

Business Continuity Plan (BCP) - IT Systems (Tier 1)

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Objective: Detail the plan to maintain or rapidly restore critical internal IT functions (Email, Internal Network, VPN/SSO) following a localized disaster (e.g., Dubai HQ power failure).

1. Critical System List (Internal IT)

System	RTO Target	RPO Target	Backup Strategy	Failover Location
Corporate Email/SSO	1 Hour	5 Minutes	Cloud-native replication (Microsoft 365/Google Workspace).	Global Cloud Region (Outside MENA)
Internal VPN/Access	30 Minutes	N/A	Redundant VPN concentrators in a secondary regional cloud zone.	[Secondary Cloud Zone]
Internal ERP/Finance	4 Hours	1 Hour	Daily snapshot backups to cold storage.	Secondary Cloud Zone.
Internal File Server	8 Hours	2 Hours	Continuous synchronization to cloud storage (OneDrive/Drive).	Cloud Storage

2. Activation and Relocation Strategy (Localized Disaster)

This plan is activated when the Dubai HQ is physically inaccessible or non-functional for more

than 4 hours (e.g., major power outage, fire, natural disaster).

1. **Declaration:** The Chief Operating Officer (COO) declares BCP Activation (Tier 1) and notifies all staff via SMS/Emergency Email.
2. **Relocation:** All staff are instructed to work remotely or report to a pre-approved alternate work site in Dubai/Sharjah (if available).
3. **Critical Systems Check:** Operations Team follows the BCP Activation checklist to verify the accessibility of all critical systems (Section 1) from the remote locations.

3. IT Recovery Procedure (Loss of Server Room)

If the Dubai HQ Server Room is lost:

1. **Networking:** Switch internal DNS/DHCP services to the redundant cloud-based virtual networking appliance.
2. **File Servers:** Initiate restoration of the Internal File Server snapshot to the cloud environment.
3. **User Support:** IT Team immediately pivots to remote desktop support tools to assist employees with connectivity issues.

4. BCP Testing Schedule

Test Type	Frequency	Date of Last Test	Date of Next Test	Participants
Tabletop Walkthrough	Annual	2024-11-01	2025-11-01	Executive Committee, Ops, HR.
Live Remote Access Test	Biannual	2025-06-01	2025-12-01	All Staff.