

# 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.