

Business Continuity Plan & SOPs - CloudNova Technologies

Standard Operating Procedures (SOPs)

SOP 1: System Outage - SaaS Platform

Objective: Restore customer-facing services ASAP in the event of downtime.

Steps:

1. Detection: Monitor alerts from Datadog/Prometheus, confirm downtime from multiple regions.
2. Initial Response: Notify Engineering Lead, create incident ticket, post internal update.
3. Containment: Re-route traffic, roll back to last stable release.
4. Communication: Update status page, notify customers if >30 mins downtime.
5. Resolution & Recovery: Apply fix, verify systems, run RCA post-mortem.
6. Review: Document and update runbooks.

SOP 2: Data Breach

Objective: Contain and report breaches.

Steps:

1. Identify via SIEM logs
2. Isolate affected systems
3. Notify Security, Legal, CISO
4. Assess scope
5. Report within 72 hrs (GDPR)
6. Notify customers
7. Post-incident audit

SOP 3: Business Continuity Test

Objective: Ensure BCP effectiveness.

Steps:

1. Schedule quarterly drill
2. Simulate outage
3. Measure RTO/RPO
4. Submit compliance report

Business Continuity Management (BCM) Plan

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1. Purpose

Ensure critical services are maintained or recovered within RTO/RPO following disruptions.

2. Scope

All essential functions, infrastructure, and third-party dependencies.

3. BCM Team Roles

Incident Commander: CTO - Coordination

Operations Lead: DevOps Manager - Restore systems

Communications Officer: PR Manager - Messaging

Compliance Officer: Legal Head - Regulations

4. Business Impact Summary

- SaaS Platform: RTO 2 hrs, RPO 15 mins

- Billing: RTO 8 hrs, RPO 24 hrs

- Support: RTO 4 hrs, RPO 1 hr

5. Response & Recovery

- Cloud Failure: AWS failover, backups
- Cyber Incident: Isolate, scan, forensic tools

6. Alternate Workspace

- WFH mode
- VPN, Slack, GitHub access
- WhatsApp as backup

7. Testing & Maintenance

- BCP drills bi-annually
- Monthly backup tests
- Annual BCM updates

8. Communication Plan

Internal: Slack, email, all-hands

External: Status page, email, Twitter, press release