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BCP ACTION PLAN

GENERAL ACTION PLAN

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INFORMATION TECHNOLOGY DEPARTMENT

Confidential document

SUMARY

GENERAL ACTION PLAN

DETAILS

This is the action plan for situation that aren't specific for a process, like an energy blackout or catastrophical situations that might happen.

ISSUE: ENERGY BLACKOUT

NORMALIZATION

The situation will be considered normalized when electrical energy delivery is normalized.

SCENARIO: ENERGY BLACKOUT ID: 001

Sometimes, a user may report a shortage of electrical energy on the office or building.

PLAN DETAILS

Completion time: Undefined.

Monitoring time: Report Only.

Additional tools needed: None.

EXECUTION

When this situation arises, it's important to report to the administrative officer of the office (Tsukasa or Osvaldo, for example) so they can take appropriate action, some areas might need additional support to complete they tasks, some will be completely stopped, check each document to see if there's any additional treatment for each area.

ISSUE: INTERNET FAILURE

NORMALIZATION

The situation will be considered normalized when internet access is established.

SCENARIO: INTERNET FAILURE ID: 002

Sometimes, a user may report the lack of internet access on the office or building.

PLAN DETAILS

Completion time: Undefined.

Monitoring time: Two hours.

Additional tools needed: None.

EXECUTION

When this situation arises, it's necessary to detect whether the internal network or the internet link is down, this can be done by tracing the network to an outside address, if the network stops at an external node, this is an internet Failure scenario, in this case, check if the backup

link is up and available, if it's, than change the link to the backup and treat the situation with the service provider, in case both links are down, it's necessary to contact both service providers and check with Charles which users will need to use 4G mobile connection, it's important to check with the areas that have a contingency plan whether or not they're following the plan or not, this same scenario applies to MPLS connection Failures.

ISSUE: INTERNAL NETWORK FAILURE

NORMALIZATION

The situation will be considered normalized when internal network access is restored.

SCENARIO: INTERNAL NETWORK FAILURE ID: 003

Sometimes, a user may report the lack of internet access on the office or building.

PLAN DETAILS

Completion time: Two to Three Hours.

Monitoring time: Two hours.

Additional tools needed: None.

EXECUTION

When this situation arises, it's necessary to detect whether the internal network or the internet link is down, this can be done by tracing the network to an outside address, if the network stops at an internal node, the issue can be diagnosed as an internal network Failure, on this case, it's necessary to escalate the issue to NTTB, our third-party infrastructure provider so they can provide appropriated maintenance.

ISSUE: ORACLE CLOUD FAILURE

NORMALIZATION

The situation will be considered normalized when Oracle Cloud access is restored.

SCENARIO: ORACLE CLOUD FAILURE ID: 004

Sometimes, access to EBS database or application might be reported as unavailable

PLAN DETAILS

Completion time: Undefined.

Monitoring time: Two hours.

Additional tools needed: Oracle Cloud Dashboard.

EXECUTION

When this situation arises, it's necessary to diagnose which Cloud Enviorement is down, in this case, it might be application or database, to diagnose the issue it's necessary to access the Oracle Cloud Dashboard (refer to the Oracle Cloud Documentation for the link, username and password), get the instance IP and open a SR with Oracle tech-support team, some areas might

need additional support to complete their tasks, some will be completely stopped, check each document to see if there's any additional treatment for each area.

ISSUE: OFFICE FLOODING

NORMALIZATION

The situation will be considered normalized when the following criteria are satisfied:

- It offers no risk of health and safety to Kawasaki employees.
- Servers and Network equipment have no risk of damage or data loss.

SCENARIO: OFFICE FLOODING ID: 005

By any reason, being heavy rain or a leakage, the office might be flooded with water, or another liquid that might or not contain infectious, corrosive or another harming substance.

PLAN DETAILS

Completion time: Undefined.

Monitoring time: None.

Additional tools needed: Buckets, Water Pump, Pressure Floor Holder, Flannel Cloths.

EXECUTION

When this situation arises, the team should first to report the situation to the administrative officer, after that, verify the volume of the water and if there is risk to the Datacenter, if there is, then isolate the datacenter by rising the floor and surrounding the room with flannel clothes, if the water volume already reached the room, it's necessary to turn off the network equipment with the presidency permission. After the office is dry, make a checklist of the equipment and test them one by one, taking notes of the damaged equipment and working equipment, after that, take the list for Imoto and Charles to review, in this situation, the IT team should focus on salvaging the equipment, if there is Health and Safety risk, the IT team should follow the Brigade instructions and focus on safety.

ISSUE: OFFICE FIRE

NORMALIZATION

The Normalization for this situation will depend on the damage caused by the fire.

SCENARIO: OFFICE FIRE ID: 006

By any reason, an incendiary focus of any size happens at the office.

PLAN DETAILS

Completion time: Undefined.

Monitoring time: None.

Additional tools needed: Fire Extinguisher.

EXECUTION

In case of an incendiary focus, the IT team should report to the administrative officer and the fire brigade, who are better trained to handle the situation, the IT team should follow the fire brigade health and safety instructions and guidelines and focus on evacuating the building.

ISSUE: OFFICE 365 FAILURE

NORMALIZATION

The situation will be considered normalized when the users have access to Microsoft Office 365 applications.

SCENARIO: OFFICE 365 FAILURE ID: 007

Sometimes, a user may report a generalized lack of access to Microsoft Office 365 application.

PLAN DETAILS

Completion time: Two to Three Hours.

Monitoring time: Two hours.

Additional tools needed: None.

EXECUTION

When this situation arises, it's necessary to first, instruct the users to use alternative applications, like Google Drive application suite for non-sensible information, so they might continue their tasks, even if with a slowdown, after that, it's necessary to check if the product credentials are correct, if they are, contact the Service Provider (At the time, FC Nuvem) support team.

ISSUE: TELEPHONY FAILURE

NORMALIZATION

The situation will be considered normalized when the users can receive and make phone calls normally.

SCENARIO: TELEPHONY FAILURE ID: 008

Sometimes, users may report issues like noise or impossibility to make or receive phone calls.

PLAN DETAILS

Completion time: Undefined.

Monitoring time: Two hours.

Additional tools needed: None.

EXECUTION

When this situation arises, the team should contact the administrative officer, so they can send na email to the office informing of the issue, and the IT team should contact the phone service provider, requesting a solution to the issue.

ISSUE: ANTI-VIRUS FAILURE

NORMALIZATION

The situation will be considered normalized when the anti-virus service is restored.

SCENARIO: ANTI-VIRUS FAILURE ID: 009

Sometimes, a member of the team might notice that the Anti-Virus service (at the moment, Kaspersky) is presenting issues or is unavailable.

PLAN DETAILS

Completion time: Two to Three hours.

Monitoring time: None.

Additional tools needed: None.

EXECUTION

When this situation arises, the Team should try to diagnose whether the issue is on the application or on the server, if the issue is on application, troubleshoot the issue using the anti-virus provider knowledge base articles, and if necessary, contact their support team for advanced troubleshooting, documenting the steps so future troubleshooting can be more agile, if the issue is on the server, notify Charles and Imoto and troubleshoot the server. Inform the users that the anti-virus service is unavailable and ask them to follow the following guidelines to the best of their convenience:

- Don't open e-mail from external sources;
- Don't download files from non-trustworthy sources;
- Avoid accessing Banks and another sensible content websites.

ISSUE: SERVER FAILURE

NORMALIZATION

The situation will be considered normalized when the server is operating normally again.

SCENARIO: SERVER FAILURE ID: 010

Sometimes, a member of the team might notice that a server is not operating properly, or is unavailable.

PLAN DETAILS

Completion time: One to Two hours.

Monitoring time: One Hour.

Additional tools needed: None.

EXECUTION

When this situation arises, the Team should map the applications that are affected by the server Failure, check the application overall criticality and troubleshoot the server accordingly, if the

application is specially critical to a process, notify the responsible area about the Failure and inform that we are already working on the solution of the issue and execute any contingency procedure necessary, if a hardware Failure is detected on the server, contact the third-party Infrastructure service provider.

ISSUE: FIREWALL FAILURE

NORMALIZATION

The situation will be considered normalized when the Firewall is operating normally again.

SCENARIO: FIREWALL FAILURE ID: 011

Sometimes, a member of the team might notice that the Firewall is not operating properly, or is unavailable.

PLAN DETAILS

Completion time: Undefined.

Monitoring time: One Hour.

Additional tools needed: None.

EXECUTION

When this situation arises, the Team should notify Charles and Imoto and troubleshoot the server. Inform the users that the anti-virus service is unavailable and ask them to follow the following guidelines to the best of their convenience:

- Don't open e-mail from external sources;
- Don't download files from non-trustworthy sources;
- Avoid accessing Banks and another sensible content website.

If the troubleshooting in unsuccessful, contact the Third-Party infrastructure service provider for advanced troubleshooting and maintenance.

ISSUE: AVALARA FAILURE

NORMALIZATION

The situation will be considered normalized when Avalara is working as intended.

SCENARIO: TAX DOCS UNAVAILABILITY ID: 012

A member of another area might report the Tax Docs module from Avalara as unavailable.

PLAN DETAILS

Completion time: Undefined.

Monitoring time: Two hours.

Additional tools needed: None.

EXECUTION

When this situation arises, the Team should contact Avalara and report the unavailability. Some areas might need additional support to complete their tasks, some will be completely stopped, check each document to see if there's any additional treatment for each area.

SCENARIO: TAX COMPLIANCE UNAVAILABILITY ID: 013

A member of another area might report the Tax Compliance module from Avalara as unavailable.

PLAN DETAILS

Completion time: Undefined.

Monitoring time: Two hours.

Additional tools needed: None.

EXECUTION

When this situation arises, the Team should contact Avalara and report the unavailability. Some areas might need additional support to complete their tasks, some will be completely stopped, check each document to see if there's any additional treatment for each area.

SCENARIO: TAX DOCS FAILURE ID: 014

A member of another area might report the Tax Docs module from Avalara is presenting wrong information or is not working as intended.

PLAN DETAILS

Completion time: Undefined.

Monitoring time: Two hours.

Additional tools needed: None.

EXECUTION

When this situation arises, the Team should review the process to see if it's being executed properly, if the process is correct and still resulting in a Failure, contact Avalara and report the Failure. Some areas might need additional support to complete their tasks, some will be completely stopped, check each document to see if there's any additional treatment for each area.

SCENARIO: TAX COMPLIANCE FAILURE ID: 015

A member of another area might report the Tax Compliance module from Avalara is presenting wrong information or is not working as intended.

PLAN DETAILS

Completion time: Undefined.

Monitoring time: Two hours.

Additional tools needed: None.

EXECUTION

When this situation arises, the Team should review the process to see if it's being executed properly, if the process is correct and still resulting in a Failure, contact Avalara and report the Failure. Some areas might need additional support to complete their tasks, some will be completely stopped, check each document to see if there's any additional treatment for each area.

ISSUE: SEK FAILURE

NORMALIZATION

The situation will be considered normalized when SEK is operating normally again.

SCENARIO: SEK UNAVAILABILITY ID: 016

Sometimes, a user might report that SEK is unavailable.

PLAN DETAILS

Completion time: Undefined.

Monitoring time: Two hours.

Additional tools needed: None.

EXECUTION

When this situation arises, the Team should try to access SEK again from an internal and external network, if it's impossible in both cases, the team should report to Autoware. Some areas might need additional support to complete their tasks, some will be completely stopped, check each document to see if there's any additional treatment for each area.

SCENARIO: SEK FAILURE ID: 017

Sometimes, a user might report that SEK is presenting wrong information or its interfaces are not operating.

PLAN DETAILS

Completion time: Undefined.

Monitoring time: One Hour.

Additional tools needed: None.

EXECUTION

When this situation arises, the team should assess on which side the issue is, by validating information on our side of the database, if they information is present, and correct, we should contact Autoware to report the situation.

ISSUE: EBS FAILURE

NORMALIZATION

The situation will be considered normalized when EBS is operating normally again.

SCENARIO: EBS UNAVAILABILITY ID: 018

Sometimes, a user might report that EBS is unavailable.

PLAN DETAILS

Completion time: Undefined.

Monitoring time: Two hours.

Additional tools needed: None.

EXECUTION

When this situation arises, the Team should try to access the application, if its unavailable, the team should refer to the Oracle Cloud procedure. Some areas might need additional support to complete their tasks, some will be completely stopped, check each document to see if there's any additional treatment for each area.

SCENARIO: EBS FAILURE ID: 019

Sometimes, a user might report that EBS is presenting wrong information or its interfaces are not operating.

PLAN DETAILS

Completion time: Undefined.

Monitoring time: One Hour.

Additional tools needed: None.

EXECUTION

When this situation arises, the team should assess on which side the issue is, by validating information on our side of the database, if they information is present, and correct, the team should try to apply basic troubleshooting and solve the issue based on the Oracle Documentation, if this doesn't solve the issue the team should collect evidence of the issue and contact the consultant responsible for the module to report the situation. Some areas might need additional support to complete their tasks, some will be completely stopped, check each document to see if there's any additional treatment for each area.

ISSUE: WSK FAILURE

NORMALIZATION

The situation will be considered normalized when WSK is operating normally again.

SCENARIO: WSK UNAVAILABILITY ID: 020

Sometimes, a user might report that EBS is unavailable.

PLAN DETAILS

Completion time: Three to Four Hours.

Monitoring time: Two hours.

Additional tools needed: None.

EXECUTION

When this situation arises, the Team should try to access the application, if its unavailable, the team should diagnose if the issue is on the front-end or server, if the issue is on the front-end, the team should troubleshoot the Web-server for the root cause, if the issue is on the server, refer to the server scenario. Some areas might need additional support to complete their tasks, some will be completely stopped, check each document to see if there's any additional treatment for each area.

SCENARIO: WSK FAILURE ID: 021

Sometimes, a user might report that WSK is presenting wrong information or its interfaces are not operating.

PLAN DETAILS

Completion time: Undefined.

Monitoring time: One Hour.

Additional tools needed: None.

EXECUTION

When this situation arises, the team should first validate the process, if it's being executed correctly, them they should check the information on the database, if they information is present, and correct, the team should debug the application, following the suggested analysis flow from the WSK documentation. Some areas might need additional support to complete their tasks, some will be completely stopped, check each document to see if there's any additional treatment for each area.

ISSUE: BATCH FAILURE

NORMALIZATION

The situation will be considered normalized when the Scheduled batch process are operational.

SCENARIO: BATCH FAILURES ID: 022

Sometimes, a user might report that a report is not being generated, or information is not being automatically loaded on a system.

PLAN DETAILS

Completion time: Three to Four Hours.

Monitoring time: None.

Additional tools needed: None.

EXECUTION

When this situation arises, the Team should diagnose if the issue is on the Batch file or on the Scheduler, if the issue is on the Batch file, it should be debugged accordingly, if the issue is on the Scheduler, the team should proceed with the appropriated troubleshooting. Some areas might need additional support to complete their tasks, some will be completely stopped, check each document to see if there's any additional treatment for each area.

ISSUE: DBMS FAILURE

NORMALIZATION

The situation will be considered normalized when the database is available.

SCENARIO: DBMS FAILURES ID: 023

Sometimes, the team might notice that the Database Management System for a database is unavailable, or is presenting a failure.

PLAN DETAILS

Completion time: Three to Four Hours.

Monitoring time: None.

Additional tools needed: None.

EXECUTION

When this situation arises, the Team should determine the object of the database that is failing, if the issue is on a table, a procedure or a package, it's important to analyze its dependencies, sometime wrong data can be result of the table being fed with wrong information, and not necessarily a procedural failure, in that case, the font of the information should be determined and troubleshoot. In case of a failure in a job, it might be an environment issue, diagnose it accordingly, and, if it's an environment issue refer to the Server Issue, if it's a procedure issue, troubleshoot it. Database issue are really varied and they appear in the middle of another troubleshooting or issue, in this case it's important to be able to distinct whether the database is the root cause of the issue at hand or not. Some areas might need additional support to complete their tasks, some will be completely stopped, check each document to see if there's any additional treatment for each area.