

## Business Continuity Questionnaire For Identified Time Critical Vendors

### Objective:

To help better understand the business continuity and IT disaster recovery plans of identified vendors.

The following tables outline a series of questions that should help individual businesses assess the resiliency of queried vendors.

### General Vendor/Business Partner Resiliency Questionnaire:

A	Business Continuity Strategy	
A1	In the event of a disaster or significant disruption, does your organization have documented plans for business continuity and IT disaster recovery?	Yes _____ or No _____
A2	If you answered "Yes" to Question (A1), what type of failure scenarios or outages do you plan for?	_____ _____ _____
A3	If you answered "Yes" to Question (A1), what duration of time is assumed for each type of failure scenario or outage you plan for?	_____ (please specify # and hours, days, weeks, months, etc. for each type)
A4	If you answered "Yes" to Question (A1), does the plan establish critical business functions with recovery priorities?	Yes _____ or No _____
A5	If you answered "Yes" to Question (A4), what is the expected recovery time for your critical business functions?	0 – 4 hours _____ 4 – 8 hours _____ Within one day _____ 1 – 2 days _____ More than 2 days _____ Other (please specify) _____ N/A _____

A6	If you answered "Yes" to Question (A1), does the plan account for interdependencies both internal and external to your organization?	Yes _____ or No _____
A7	If you answered "Yes" to Question (A1), does the plan cover some, most, or all locations from which you provide your services?	Some _____ Most _____ All _____ Other (please specify) _____ N/A _____
A8	If you answered "Yes" to Question (A1), what percentage of "business as usual" servicing capability is the plan designed to address?	1 – 10% _____ 11 – 20% _____ 21 – 30% _____ 31 – 50% _____ 51 – 75% _____ 76 – 99% _____ 100% _____
A9	Do you have a dedicated team of professionals focused on business continuity and/or IT disaster recovery?	Yes _____ or No _____
A10	If you answered "No" to Question (A9), do you use an external BCP/DR service provider to handle your planning needs?	Yes _____ or No _____
A11	Is your main IT facility or data center located in the same building or office complex occupied by your main business or operations staff?	Yes _____ or No _____
A12	Please provide an illustration or schematic of how your organization's primary, secondary, and/or tertiary servicing centers are setup to provide redundant services to customers.	_____ _____ _____
<b>B</b>	<b>Crisis Communication</b>	
B1	Do you have a documented crisis management process within your organization?	Yes _____ or No _____

B2	If you answered "Yes" to Question (B1), does this process cover internal and external communications during a crisis event?	Yes _____ or No _____
B3	How would you notify " <b>The Company</b> " of an outage?	_____ _____
B4	Do you provide " <b>The Company</b> " with detailed contact information in the event of an outage or emergency?	Yes _____ or No _____
B5	Please describe how you notify your team of an incident and direct them through the recovery.	_____ _____ _____
<b>C</b>	<b>Back Up Facilities</b>	
C1	Does your organization have an alternate site location for data center recovery purposes?	Yes _____ or No _____
C2	If you answered "Yes" to Question (C1), what is the approx. distance between your production (primary) site and alternate (secondary) site for data center recovery purposes?	_____ (please specify # and kilometers, miles, city blocks, etc.)
C3	Does your organization have an alternate site location for work area recovery purposes?	Yes _____ or No _____
C4	If you answered "Yes" to Question C3), what is the approx. distance between your production (primary) site and alternate (secondary) site for work area recovery purposes?	_____ (please specify # and kilometers, miles, city blocks, etc.)
C5	Do you use an external BCP/DR service provider for your data center recovery needs?	Yes _____ or No _____
C6	Do you use an external BCP/DR service provider for your work area recovery needs?	Yes _____ or No _____
C7	If you answered "Yes" to Question (C6), is your contract with your BCP/DR service provider honored on a first-come/first-served basis?	Yes _____ or No _____

C8	What recovery strategy does your organization use for mainframe systems?	Active/Active _____ Active/Back-up _____ Vendor Supplied _____ Other _____ N/A _____
C9	What type of recovery strategy does your organization use for distributed systems?	Active/Active _____ Active/Back-up _____ Vendor Supplied _____ Other _____ N/A _____
C10	Is the processing capacity of your back-up facility equal to that of your primary facility?	Yes _____ or No _____
C11	If you answered "No" to Question (C10), what is the capacity ratio of your back up to your primary facility?	1 – 10% _____ 11 – 20% _____ 21 – 30% _____ 31 – 50% _____ 51 – 75% _____ 76 – 99% _____ 100% _____ N/A _____
C12	Is it feasible to run from you back-up facility for an extended period? (e.g. at least six weeks)	Yes _____ or No _____
<b>D</b>	<b>Testing</b>	
D1	If you answered "Yes" to Question (A1), is the plan periodically tested?	Yes _____ or No _____
D2	If you answered "Yes" to Question (D1), how frequently is the plan tested?	Annually _____ Semi-annually _____ Other (please specify) _____
D3	Do you have BCP test dates scheduled over the next 12-18 months?	Yes _____ or No _____
D4	If you answered "Yes" to Question (D3), please list those dates	_____ _____ _____ _____ _____

D5	If you answered "Yes" to Question (D1), do you involve IT staff, business unit or operations staff or both in your internal BCP/DR tests?	IT staff only _____ Business Unit or Operations Staff only _____ Both IT and Business Unit or Operations Staff _____
D6	If you answered "Yes" to Question (D1), would you involve <b>"The Company"</b> in your external BCP/DR tests?	Yes _____ or No _____
D7	If you answered "Yes" to Question (D1), do internal or external auditors review your BCP/DR tests?	Yes _____ or No _____
D8	If you answered "Yes" to Question (D1) what components of your systems and infrastructure are tested?	Applications _____ Middleware _____ Databases _____ Data networks _____ (internal and external) Voice networks _____ (internal and external) Desktop _____ Facilities _____ Voice equipment _____
<b>E</b>	<b>BCP Support</b>	
E1	Please provide primary and alternate contact information for communication during an emergency.	_____ _____