



Business Continuity Plan (BCP) Template

Iris Inc. / Operations / Archie Sam / 15 Feb 2023

Complete

Score	0%	Flagged items	0	Actions	0
Site conducted					Unanswered
Business Name					Iris Inc.
Department					Operations
Prepared by					Archie Sam
Conducted on					15.02.2023
Location					834 West Wintergreen Drive Phillipsburg, NJ 08865

Inspection

Scope & Objectives

Purpose of the BCP including which business functions are prioritized for recovery during an emergency

- To ensure continuity of IT services and customer lines in the event of an power shutdown
- Power disruption could be caused by emergency weather conditions or building fire
- Service offerings impacted: Customer Support desk, Sales teams, HR support

Operations at Risk and Recovery Plan

Add operational area at risk

Operation

Operation 1

Operational Area

Customer Support

Description of operation

Customer support team looking after 24 hour global regions

Rate impact on business continuity

Critical

Impact description

All global live chat and calls go through this team

Recovery strategy

All live chat and calls routed to Level 2 teams in regional offices. Individuals in each region have been assigned to take up leadership roles for backup support in the event of operational disruption.

Operation 2

Operational Area

Finance Team

Description of operation

Finance team responsible for customer invoicing as well as global employee payroll

Rate impact on business continuity

High

Impact description

Customers would experience delays in billing requests and disputes. Internal staff would be affected by internal payroll delays

Recovery strategy

Automatic emails sent to customers requesting billing inquiries notifying of delays. Staff immediately informed of potential delays in payroll. In the event of greater than 24 hour disruption, finance team is relocated to temporary office for business continuity.

Roles & Responsibilities

Add BCP committee member

Member

Member 1

Representative Brian Mitts

Role Team Leader

Contact details 559 5612

Description of responsibilities

- Must ensure all team members are aware of recovery plan procedures
 - Must also encourage customers to make sure their email address on file are updated to ensure they would receive emails notifications regarding delays (if there are)
-

Full Name & Signature



Brian Mitts
15.02.2023 10:04 PST

Member 2

Representative Glen Hill

Role Head of Operations

Contact details ghill@iris.com.us, 088 452 1145

Description of responsibilities

- Must contact key stakeholders in case of power shutdown
 - Inform IT Director of emergencies and to pull up equipment for alternate operations site
 - Should ensure all BCPs are updated and are coordinated with key personnel
-

Full Name & Signature



Glen Hill
15.02.2023 10:05 PST
