

In order to provide for an orderly recovery from an unanticipated occurrence or disaster that could disable the firm's computer system(s), and/or damage or destroy the firm's buildings and their contents, ITS has adopted a Disaster Recovery Plan. The Plan is designed to enable ITS to return to normal business operations in as short a time as is possible following emergency situations.

**Executive Team**—The Disaster Recovery Plan designates key employees as the Executive Team who will determine the severity of the business outage, how and when to proceed in recovery efforts, and will contact members of the Response Team to coordinate the recovery process.

**Response Team**—The Disaster Recovery Plan designates key employees as Coordinators for their departments. It is the responsibility of the Coordinators to contact coworkers in their respective departments to assign tasks in the recovery effort, contact vendors and customers relative to the department; coordinate and document recovery efforts within the department.

**Contact Information**—The Disaster Recovery Plan contains contact information (i.e. telephone or cell-phone or email) for all current employees, communications vendors, utility providers, IT support and vendors, professional services providers (i.e. legal, insurance, accountant, bank), as well as general vendors needed to resume operations in all areas of the business. Important policy numbers and the names of contact persons are included.

**Contingent Facilities**—The Disaster Recovery Plan allows for two options for temporary relocation allowing for the resumption of business until the main headquarters are able to be occupied once again or a new location is determined. The Response Team Coordinators will apprise their respective departmental coworkers of the location and directions to the contingent facility selected.

**Communications Restoration**—The Disaster Recovery Plan outlines alternate telephone, internet access, and email systems to be utilized at each of the contingent facilities and the steps necessary to activate them.

**Data Restoration**—The Disaster Recovery Plan outlines the data backup and restoration process for the Financial, Account Administration, Compliance, Human Resources, Information Technology, Sales & Marketing, and Research/Analytics departments of the firm.