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# Pragma Systems

# Business Continuity Plan

Pragma Systems, Inc.

Version 1

Updated 18 March, 2020



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## OVERVIEW

Pragma Systems, Inc. (Pragma) is committed to the protection of the company's products and services and the quick recovery and restoration of those services in the event of any business disruption. Because of the specific and sensitive nature of the information contained in the actual Business Continuity Plan, this customer-facing document defines how Pragma has structured its Business Continuity Plan without revealing sensitive, proprietary, or the private information of the Pragma personnel involved.

Pragma fully understands that any loss of service could have substantial impacts on our customers and as such, detailed disaster preparedness and business resumption plans have been developed to obtain a full recovery of all critical services in the event of a significant business disruption.

We have created a companywide incident response and recovery structure to ensure that employees and customer assets are suitably protected, that our lines of communication with employees and customers are open, and that we can quickly recover from a significant business disruption. Each section of our business continuity plan has been designed to give us as much information and preparation as needed to recover from a loss of service. Key management and operations personnel have been closely involved in the plan's creation and its ongoing maintenance. The Pragma Business Continuity Plan is updated on a regular basis with input from all organizations within the company.

## ORGANIZATIONAL STRUCTURE

The Pragma Business Continuity Plan is organized in a way that facilitates the assignment of specific roles and responsibility within an organizational structure. The organization is led by the Incident Lead who manages the overall service recovery efforts with the assistance of other resources. The Incident Lead handles internal communications, status, and resourcing needs. The Technology Lead's manage the individual Recovery and Restoration teams. Each Recovery and Restoration team is managed by a Team Lead whose responsibility is also defined within the plan.

## OFFICE LOCATIONS

Our Office is located at 13809 Research Blvd, #675, Austin, TX 78750 USA. Its main telephone number is +1-512-219-7270.

## ALTERNATIVE PHYSICAL LOCATION(S) OF EMPLOYEES

In the event of a Significant Business Disruption (SBD) that precludes the use of our primary office location, we will move our staff from affected offices to each staff member's respective home, working remotely. Staff may be reached via email. Customers with elevated support, have the contact email and phone number for their designated support team member.

## MISSION CRITICAL SYSTEMS

Pragma Systems “mission critical systems” are hosted offsite in the cloud to ensure seamless and uninterrupted service should unforeseen circumstances happen to the physical location of our office to allow our customers the following services: website, forums, blog, email, online order processing, credit card processing, registration key generation, maintenance cost update, software downloads and updates. Accounting capabilities (i.e. invoicing, purchase order processing, accounts receivable and accounts payable) are able to be accessed remotely onsite.

We have primary responsibility for establishing and maintaining our business relationships with our customers and have sole responsibility for our mission critical systems and functions.

Recovery-time objectives provide concrete goals to plan for and test against. They are not, however, hard and fast deadlines that must be met in every emergency situation, and various external factors surrounding a disruption, such as time of day, scope of disruption and status of critical infrastructure can affect actual recovery times. Recovery refers to the restoration of activities after a wide-scale disruption; restoration refers to the capacity to accept and process new transactions and payments after a wide-scale disruption.

## PLAN ACTIVATION AND OPERATION

### ACTIVATION PHASE

The Business Continuity Plan contains steps to detect and assess the impact of a business disruption including recommended categories of disruption and when to activate the plan but the Incident Lead has ultimate authority over plan activation. When activated, the plan provides for notification procedures to activate the individual teams as well as provide communications between the teams, Incident Lead, emergency authorities, vendors, and customers. As appropriate, these teams contain personal information (names, phone numbers, and email addresses) for both primary and secondary contacts.

### RECOVERY AND RESTORATION PHASE

The Recovery and Restoration Teams provide resources to minimize damage, create plans for service recovery, and restore service to normal operations. The Recovery and Restoration Teams have roles defined for Team Leads and protocols for communication and resource allocation between the Team Lead and the Incident Coordinator. Finally, the Business Continuity Plan accounts for a formal de-activation of the plan, including lessons learned, when restoration to normal operations has been completed.

## CONCLUSION

The objective of the Pragma Business Continuity Plan is to ensure that we respond to a business disruption in an organized, effective, and professional manner with a goal of minimizing the effect of the disruption on our employees, customers, and business operations. Since disasters and significant business disruption are inherently unpredictable, we need to be flexible in our response to actual events as they occur.

The company's comprehensive Business Continuity Plan is designed to enable us to meet our existing obligations to our customers even in the event of an emergency or significant business disruption; however, they are not infallible. The plan is designed to work in many different emergency situations but these events are, by their nature, unpredictable and it is impossible to anticipate every scenario that could cause a business disruption. Furthermore, although we are confident in our own preparedness, Pragma has no control over the various entities that we must rely upon in the event of an emergency. Our Business Continuity Plan is tested periodically to ensure readiness; yet such testing may not be able to replicate the actual conditions we experience in a real emergency.

We hope that this document is helpful to you in understanding the Pragma Business Continuity Plan. If you have additional questions, please do not hesitate to contact us.