ATTACHMENT C
BUSINESS CONTINUITY AND DISASTER RECOVERY QUESTIONNAIRE

INSTRUCTIONS: This document does not need to be provided with Vendor's initial Reply. It may be requested during the negotiations phase. Some of the questions may not be applicable to the proposed Services. If any of the questions would require Vendor to reveal trade secrets, Citizens is willing to discuss how those trade secrets will be protected. Vendors may be asked to submit evidence that substantiates or validates the information provided in this attachment.

Section A - Recovery, Continuity Strategy, and Validation

1) Does your organization have an IT recovery strategy (method in place for systems recovery) to recover Information Technology systems and/or applications, including all dependencies to support the services provided to Citizens or being considered in the event of a disaster or significant disruption?

   Yes _____ a strategy for IT systems/applications is in place. (continue to 1a)
   No _____ a strategy for IT systems/applications is NOT in place. (Continue to Question 2)
   N/A _____ services provided are not supported by an IT system/application (Continue to Question 2)

1a) Is the recovery strategy an internal solution or contracted services with a recovery vendor? Describe the recovery strategy in place for the IT infrastructure that support the services provided to Citizens or being considered.

1b) Has the current IT recovery strategy in place been tested/validated and if so, when was it last tested? If not, is a test planned within the next 6 to 12 months?

   Not tested _____   Partially tested _____ (Date)   Fully tested _____ (Date)
   Successful _____   Partially Successful _____%   Test Planned _____ (Date)

1c) If a recovery test has been conducted, what is the supported Recovery Time Capability (RTC)?

2) Does your organization have business continuity strategies (alternate processing methods) to continue critical business functions for support of service(s) currently provided to Citizens' or being considered? If No or NA, proceed to Section B.

   Yes _____ a strategy for continuity of business services/operations is in place (cont. to 2a)
   No _____ a strategy for continuity of business services/operations is **NOT** in place.
   N/A _____ services are infrastructure/systems support and not of service/operational nature.

2a) Please describe the business continuity strategies in place to support services currently being provided to Citizens or that are being considered.

   Partial validation _____ Date _____ Full validation _____ Date _____

Section B - BC and DR Processes and Documented Plans

1) Does your organization have documented (i.e. written) plans/procedures for crisis response, business continuity and IT systems and/or applications in the event of a disaster or significant disruption, including the actions that must be taken?

Crisis Response Plan	Business Continuity Plans	IT Disaster Recovery Plan
Yes _____	Yes _____	Yes _____
No _____	No _____	No _____

2) Are your documented (i.e. written) plans for crisis response, business continuity, and IT disaster recovery for Information Technology systems and/or applications used during tests/exercises?

Crisis Response Plan	Business Continuity Plans	IT Disaster Recovery Plan
Yes _____	Yes _____	Yes _____
No _____	No _____	No _____

3) Would you include/involve Citizens in your BC exercises or IT DR testing?

Business Continuity	IT Disaster Recovery Test(s)
Yes _____	Yes _____
No _____	No _____

4) How are exercise/test results validated/confirmed? By whom?

Passively review only _____   Internal Audit/Compliance _____
Actively observe only _____   External Audit/Compliance _____
Both   _____   Customer/Clients _____
None   _____

5) Does your BC/DR plan establish critical business functions and systems with specified recovery priorities?

Yes _____ (Continue to Question 6)
No   _____ (Proceed to Question 7)

6) What is the expected Recovery Time Capability (RTC) and supported Recovery Point Objective (RPO) for critical business functions associated to the services/operations to support the services provided to Citizens or being considered?

RTC		RPO	
Continuous	_____	Continuous	_____
< 4 hours	_____	< 4 hours	_____
< 1 day	_____	< 1 day	_____
1 - 2 days	_____	1 - 2 days	_____
> 2 days	_____	> 2 days	_____

7) Does your strategy include some or all locations from which you provide services?

None _____   Some _____   All   _____

8) Is your primary/main Information Technology facility or data center located in the same building, premises, or complex occupied by your primary business or operations personnel?

Yes _____   No _____

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Section C - Crisis Communications

1) Do you have a documented (i.e. written) crisis management process within your organization?

      Yes _____ Continue and complete Section C)

      No   _____ (Skip Section C, proceed to Section D)

1a) Has the crisis management process been validated during an actual event? If so, please provide a brief description / overview.

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1b) Are the types of potential crisis events defined including timeframes for which a customer is notified? If so, please provide this information and describe the notification process?

      Yes _____   No _____

      If yes, please provide this information and describe the notification process?

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2) Does this process cover internal and external communications during a crisis event?

      None _____   Internal or external, but not both ___ Both internal and external _____

3) Do you provide your customers with detailed contact information in the event of a disruption in your service capabilities, outages, and/or emergencies?

      Yes _____   No _____

4) Please describe how would you notify Citizens of a disruption in your service capability, outage, and/or emergency.

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5) Is there a specific set of criteria defined for event notification to your customers based on the service / operations support that align with the SLA's required? If so, please describe.

      Yes _____   No _____

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6) Do you currently have a process in place to obtain and update contact information for the key stakeholders of your services for each of your customers?

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Section D - Back-Up Facilities

1) What is the approximate distance between your production or primary site and your alternate or secondary site for data center recovery purposes?

    < 5 miles _____   5 - 25 miles _____   26 - 50 miles _____   > 50 miles _____

2) Does your organization have an alternate strategy or site location for work area recovery purposes?

Alternate External	Internal Site Relocation	Work from Home
Yes _____	Yes _____	Yes _____
No _____	No _____	No _____

3) Is the processing capacity of your back-up facility equal to that of your primary facility?

    Yes _____   No _____