

ocProducts: Operational disruption policy

We embrace the following key issues relating to our business:

- As a business dependent on telecommunications, it is important ocProducts be able to adapt to operational outages.
- As a business whose value lies in the data we create, backup of this data is critically important.
- We need to be able to continue to service our customers should “acts of nature” occur that impact our office(s), such as flooding, or should we be affected by issues such as theft.

To tackle these issues we:

- Instantly/automatically backup all our important documents to all of our computers, and store them on off-site (Cloud) storage. Note that critical files are still backed up, but in encrypted form.
- Backup all our source code files to a revision control system, which is “checked out” on multiple computers, and archived off-site.
- Backup our server files automatically, nightly.
- Are able to relocate our server should it no longer be able to function, so that we may maintain our support service.
- Can work from home should we need to, as all our files are available to us off-site.
- Are insured with Professional Indemnity, Employers Liability and Public Liability insurance.

In the case of us hosting websites for organisations, we usually include an off-site backup policy with this, which covers our cost for backing up and restoring/relocating files in the case of a problem with server hosting.

Prepared by Chris Graham, Managing Director of ocProducts Ltd, 01 March 2010