

Veritas Enterprise Resiliency Organization

Customer Assessment Response - Program Summary

Document Information			
Last Updated:	27 January 2016	Next Update Due:	December 2016
Primary Contact:	Greg Running Senior Manager, Global ERO Gregory.Running@Veritas.com	Secondary Contact:	Cynthia Francis Senior Manager, Information Security Cynthia.Francis@Veritas.com
Strategy Statement			
<ul style="list-style-type: none">• Veritas' Enterprise Resiliency Program is a key component of our business model. Business Continuity Plans document staff resources, procedures, processes, and infrastructure required to continue to support our customers operations in the event of a disruption at Veritas.• The principal focus of the ERO Program is to identify actual and potential risks to business function resilience;<ol style="list-style-type: none">1. Mitigate those risks by ensuring respective business functions design2. Document and exercise business continuity strategies3. Facilitate the execution of those strategies if there is a disruption to critical Veritas functions4. Maintain our ability to deliver services to our customers• This is accomplished through a geographically flexible model, where several global locations provide coverage and backup for primary locations to enable continuity and immediate response to our customer's critical support requirements.• The Veritas ERO lifecycle includes: Awareness and Training, Business Impact Analysis, Risk Assessment, Strategy Development, Planning, Exercising / Crisis Management and Continuous Improvement.			
Implementation Details			
Veritas' Business Continuity Program contains several response and recovery levels: <ul style="list-style-type: none">• A framework of Global, Regional, and Site Level Incident Management Teams composed of executive, strategic, and tactical team members, who are trained utilizing Incident Command System (ICS) methodology to respond to, and effectively manage, worldwide incidents.• Immediate, concurrent emergency communications capability, multiple hard communications mechanisms, and ICS soft communications protocols.• A global Business Impact Analysis (BIA) is regularly conducted to identify critical business processes recovery time and point objectives to support Veritas' continued operations and our continued client operations.• Business Continuity and Disaster Recovery strategies have been created and implemented to support Veritas' critical RTOs and RPOs to provide continued client support and maintain the revenue stream.• An ISO 22301 compliant business continuity plan framework is used by all Veritas response and recovery teams worldwide to build and maintain current business continuity and disaster recovery plans.• Veritas tests continuity capability in the event that facilities, business processes, their technology support, or staff, are unavailable, so that we can continue to maintain the services and products used by clients.• Critical third party service provider's business continuity and disaster recovery capabilities are reviewed in alignment with their criticality to the Veritas business unit.			