

# **Harvest Business Continuity and Disaster Recovery Plan**

An overview of procedures in place for restoring critical services in the event of extended availability issues in the primary datacenter.

**Latest revision:** March 17, 2021

# 1: Introduction.

This document will outline contacts and personnel involved in all aspects of recovery efforts, recovery strategies for defined scenarios, basic timelines for each step in service recovery and the service elements which are critical to service restoration.

## 2: Contacts and Personnel

### 2.1 Harvest Staff Members

Please refer to the Emergency Contacts List.

### 2.2 Hosting Vendor Contacts

| Company               | Name                                 | Contact Details  |
|-----------------------|--------------------------------------|--|
| <b>Server Central</b> | Support Team                         | [redacted]@servercentral.com<br><a href="#">[redacted]</a> |
|                       | Account Manager<br><b>[redacted]</b> | [redacted]@servercentral.com<br><a href="#">[redacted]</a> |

## **3: Recovery Strategies for Defined Scenarios**

### **3.1: LEVEL 1: SHORT TERM PRIMARY FACILITY OUTAGE, RIDE-OUT, 5 HOURS**

A LEVEL 1 outage response will be invoked if any service outage in the primary Server Central facility in Chicago impacts the availability of the Harvest service which is predicted to last for 5 hours or less. The strategy in this scenario will revolve around working with the vendor to route around any impacted service delivery. Possible responses include replacing failed equipment, upgrading any hardware to mitigate the outage, change configurations to support new routing to avoid known issues. This scenario does not call for any data restore processes to be invoked, or for major new equipment provisioning to restore service.

### **3.2: LEVEL 2: MEDIUM TERM PRIMARY FACILITY OUTAGE, RIDE-OUT, INTRADAY**

A LEVEL 2 outage response will be invoked if any service outage in the primary Server Central facility in Chicago impacts the availability of the Harvest service which is predicted to last for greater than 5 hours but less than 24 hours. The strategy in this scenario differs from LEVEL 1 in that it is expected that non-extensive new equipment provisioning will be required to restore service. It is also expected that data restore procedures will be required to bring new equipment online with backup copies of customer data. Due to the duration of the service issue, Harvest customers will be notified of the issue in accordance with the Harvest Incident Escalation Plan.

### **3.3: LEVEL 3: LONG TERM PRIMARY FACILITY OUTAGE, RE-DEPLOY, 24 HOURS OR LONGER.**

A LEVEL 3 outage response will be invoked if any service outage in the primary Server Central facility in Chicago is predicted to impact the Harvest service for 24 hours or more. This strategy will involve moving Harvest services to Google Cloud, as well as proactive customer notification in accordance with the Harvest Incident Escalation Plan. The process to restore the Harvest service in another facility is estimated to take between 12 - 48 hours.

## 4: LEVEL 3 Recovery Scenario Timelines

In the event of a LEVEL 3 response being invoked, the plan for service recovery will proceed using the following guideline:

|  | Duration             |
|--|----------------------|
| Mobilize the Harvest engineers who will perform the service recovery and establish contacts with vendor representatives  | 1 hour               |
| Determine the nature of the issue by working closely with the vendor contacts and understand possible mitigation steps which can be taken. Determine if service restoration in the current facility is predicted to take longer than 24 hours. | 4 hours              |
| If extended service outage in the primary facility is predicted to last for longer than 24 hours, examine the possibility of rebuilding production servers in Google Cloud.  | 3 hours              |
| Invoke the Harvest Incident Escalation Plan to notify customers of the nature of the issue and the mitigation underway.  | 2 hours              |
| Provision new equipment in a different facility, either with the same vendor or with an on-demand cloud computing vendor. Restore critical data from backups and perform basic operational testing   | 12 - 48 hours        |
| Change primary DNS to route customer traffic to newly provisioned equipment in the new facility  | 1 hour               |
|  | <b>12 - 48 hours</b> |