

■ SERVICE BRIEF

Business Continuity & Disaster Recovery Plan (BCP/DRP) Development





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Business Continuity and Disaster Recovery Plan Development Services.

This engagement includes the creation or enhancement of formal, actionable BCP and DRP documentation to help ensure organizational resilience in the face of operational disruptions, disasters, or cyber incidents.

This engagement is governed by this Service Brief and associated with SKU: GRC-BCPDRP. The quantity defined in the quote reflects the number of applications and departments to be covered under the plan.

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01. Services Overview

Redesign's BCP/DRP Development Services are designed to create practical, framework-aligned recovery plans that support business continuity in the face of disruptive events.

These plans focus on protecting critical business functions, IT systems, personnel, facilities, and vendors.



02. Offer Structure

PRIMARY SERVICES

- Development of a Business Continuity Plan (BCP)
- Development of a Disaster Recovery Plan (DRP)
- Delivery of fully formatted and editable documents

OPTIONAL ADD-ONS

Separate SOW

- Tabletop validation/exercise
- Crisis communications plan
- Coordination with 3rd-party service providers
- Data center or cloud failover testing design

03. Project Scope

This engagement includes the creation of one Business Continuity Plan (BCP) and one Disaster Recovery Plan (DRP) covering the defined scope in the quote. Plans may be department-specific, site-specific, or organization-wide, depending on quantity and inputs.

If a recent Business Impact Analysis (BIA) is available, Redesign will use it to inform recovery priorities, dependencies, and RTO/RPO targets. If a BIA is not available, Redesign will conduct targeted discovery sessions with stakeholders to capture necessary inputs. In such cases, recovery priorities will be based on stakeholder-provided inputs and assumptions rather than formal impact scoring.

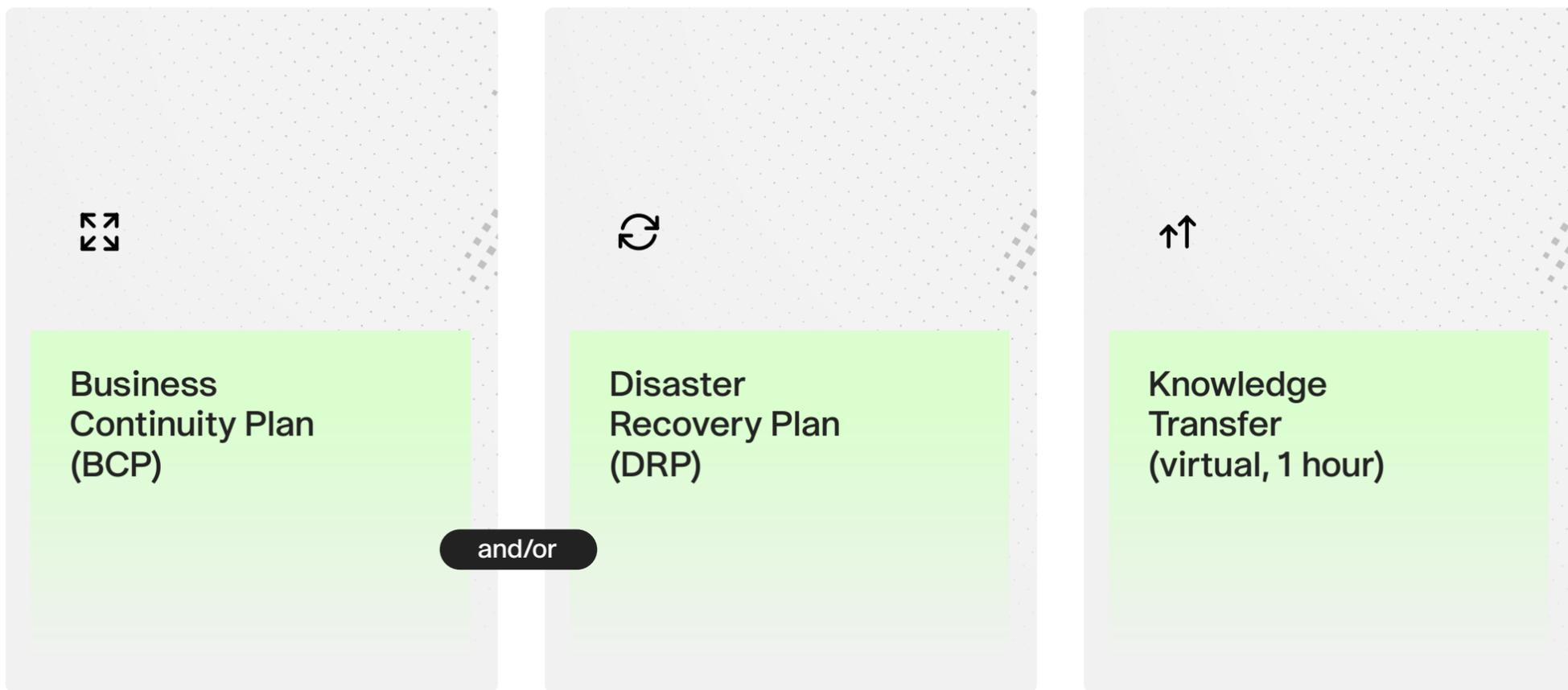
04. Quantity & Effort Model

- **Service SKU: GRC-BCPDRP**
- **Quantity: Number of applications and departments covered**
- **Work per Unit Includes:**
 - One tailored BCP and DRP set
 - One feedback/revision cycle

05. Services & Key Activities

Stage	Key Activities
 Discovery & Planning	<ul style="list-style-type: none">▪ Identify plan scope, stakeholders, and dependencies▪ Review existing documentation (if applicable)▪ Gather inputs from Business Impact Analysis (BIA) or conduct targeted interviews with up to (2) stakeholders per department▪ Determine critical systems, vendors, and recovery assumptions
 Plan Drafting	<ul style="list-style-type: none">▪ Build BCP detailing procedures for personnel, vendors, and operations continuity▪ Build DRP detailing recovery procedures for IT systems, data, applications, and infrastructure▪ Define escalation paths, RTOs/RPOs, and key roles
 Review & Finalization	<ul style="list-style-type: none">▪ Deliver draft plans for customer review▪ Incorporate revisions and finalize documentation▪ Provide versions in both PDF and editable formats

06. Deliverables



07. Services Scope Changes

Major additions to scope (e.g., multi-national operations, data center design, or full crisis response programs) may require a changer order.

08. Services Scope Exclusions

This engagement does not include:

- **Implementation of technical recovery solutions**
 - **Cyber insurance coordination**
 - **Live disaster simulation or recovery testing**
 - **Real-time incident response services**
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09. Customer Responsibilities

- **Provide access to prior BIA, risk, or operational documents (if applicable)**
- **Validate plan content during the review phase**
- **Assign stakeholders for interviews and reviews**
- **Coordinate with internal IT and operations teams to confirm procedures**

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

10. Services Schedule

- **Start Date:**
Upon signed quote and completion of discovery inputs
 - **Completion:**
Project signoff via DocuSign from customer
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11. Terms and Conditions

This engagement will be governed by the Seller's terms and conditions located at:

ⓘ ONSITE SERVICES WILL NOT BEGIN UNTIL THE FOLLOWING PREREQUISITES ARE MET

- Signed quote referencing SKU: GRC-BCPDRP and quantity
- Stakeholders assigned and documentation provided

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

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