

■ SERVICE BRIEF

Business Continuity and Disaster *(BC/DR) Assessment Services*





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Business Continuity and Disaster Recovery (BC/DR) Assessment Services. This engagement provides an evaluation of the Client's current BC/DR posture, identification of recovery requirements, and the development of a recommended BC/DR design aligned to business objectives and risk tolerance.

This engagement is governed by this Service Brief and associated with SKU: BCDR-ASSESS.

The quantity defined in the quote reflects the scope of environments, applications, or workloads assessed.

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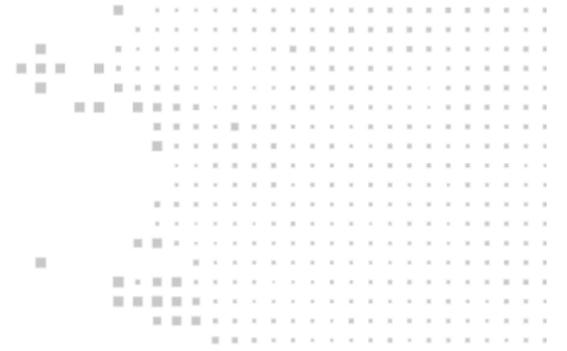
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01. Services Overview

Redesign's BC/DR Assessment Services provide a structured evaluation of the Client's business continuity and disaster recovery capabilities. The engagement focuses on identifying critical systems, defining recovery objectives, assessing current capabilities, identifying risks and gaps, and delivering a recommended BC/DR architecture and strategy.



02. Offer Structure

PRIMARY SERVICES

- BC/DR posture and capability assessment
- Business workloads and technical stakeholder workshops
- Recovery requirements definition (RPO/RTO)
- Gap and risk analysis
- BC/DR solution design and recommendations

OPTIONAL ADD-ONS

Separate SOW

- BC/DR solution implementation
- Disaster recovery testing and simulation
- Backup and replication configuration
- Ongoing BC/DR advisory or lifecycle services

03. Project Scope

In-Scope Environments:

- **On-premises infrastructure**
- **Virtualized environments**
- **Supported cloud or hybrid platforms (as defined in the quote)**

Scope Includes:

- **Review of existing BC/DR documentation and policies**
- **Validation of Business Impact Analysis (BIA), if available Routers**
- **Identification of business-critical applications and systems**
- **Definition of Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO)**
- **Assessment of current backup, replication, and recovery capabilities**
- **Review of compute, storage, networking, and virtualization dependencies**
- **Identification of gaps, risks, and recovery constraints**
- **Evaluation of BC/DR solution options aligned to business requirements**
- **High-level BC/DR architecture and design recommendations**

All devices must be functional, supported, and reachable for inclusion.

04. Quantity & Effort Model

- **Service SKU: BCDR-ASSESS**
- **Quantity: Defined by number of environments, applications, or workloads assessed, as outlined in the quote**

MONTHLY SUPPORT TERMS

This service includes up to the number of hours specified in the associated quote for operational support per month, limited to the activities defined in this Service Brief.

Unused hours do not carry over to subsequent months. Additional support hours may require a revised quote or a separate Statement of Work (SOW).

05. Services & Key Activities

Stage	Key Activities
 <p>Discovery & Assessment Phase</p>	<ul style="list-style-type: none"> ▪ Conduct stakeholder workshops with business and IT teams ▪ Identify and document critical business services and dependencies ▪ Review existing BC/DR, backup, and continuity capabilities ▪ Validate or assess accuracy of existing BIA documentation ▪ Define RPO and RTO requirements per system or application ▪ Identify gaps, risks, and operational constraints
 <p>Design & Recommendation Phase</p>	<ul style="list-style-type: none"> ▪ Evaluate BC/DR solution approaches aligned to requirements ▪ Develop a recommended BC/DR architecture and strategy ▪ Document assumptions, dependencies, and constraints ▪ Review findings and recommendations with Client stakeholders
 <p>Documentation & Knowledge Transfer</p>	<ul style="list-style-type: none"> ▪ Deliver assessment findings and design documentation ▪ Conduct one (1) hour remote knowledge transfer session with Client IT team

06. Deliverables



**BC/DR Assessment
Findings Report**



**RPO/RTO
Requirements
Summary**



**Gap and Risk
Analysis**



**BC/DR Solution
Design and
Recommendations**



**Remote Knowledge
Transfer Session**

07. Services Scope Changes

Any changes to scope, environments, assumptions, or deliverables will require a revised quote or a formal Change Request (CR) approved by both parties.

08. Services Scope Exclusions

This engagement does not include:

- **Implementation or configuration of BC/DR solutions**
 - **Disaster recovery execution or 24x7 operational support Forensic response or penetration testing**
 - **Ongoing monitoring or managed services**
 - **Application remediation, performance tuning, or code changes**
 - **Operating system upgrades or patching**
 - **Licensing procurement or validation**
 - **Full-scale disaster recovery testing beyond basic validation review**
 - **Remediation of pre-existing infrastructure issues unrelated to BC/DR**
 - **Onsite services**
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09. Customer Responsibilities

Maintain valid vendor support agreements:

- **Provide access to required systems, environments, and documentation**
- **Assign a primary point of contact for coordination and decision-making**
- **Ensure availability of business and technical stakeholders for workshops 24/7 response coverage**
- **Provide network diagrams, architecture documentation, and inventory details**
- **Review and approve deliverables in a timely manner**
- **Ensure all in-scope systems are operational during the engagement**

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

10. Services Schedule

- Project schedule to be jointly agreed upon with the Client

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: BCDR-ASSESS
- Completion of required discovery questionnaires
- Remote access to required systems and documentation
- Stakeholder availability confirmed

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

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