

**MASTER SERVICES AGREEMENT**

between

**THE STATE OF TEXAS, ACTING BY AND THROUGH  
THE TEXAS DEPARTMENT OF INFORMATION RESOURCES**

and

**INTERNATIONAL BUSINESS MACHINES CORPORATION**

**DATED NOVEMBER 22, 2006**

**EXHIBIT 15**

**BUSINESS CONTINUITY**

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## **1.0 INTRODUCTION**

This document describes the procedures associated with the DIR Business Continuity Plan (BCP). Exhibit 16 (IT Disaster Recovery Plan) describes the procedures associated with recovery of IT Services only. This Exhibit describes procedures if any of DIR or DIR Customer's business operations are affected by an outage and require Services to support recovery of their business operations.

The Service Provider will perform procedures specified herein that are required to coordinate resumption of Services.

## 2.0 BUSINESS CONTINUITY PLAN OVERVIEW

The State of Texas has unique business continuity plans (each a “BCP”)for each agency and within each of these plans there may be reference to IT systems required during exercise of a BCP. Where the Service Provider is responsible for IT Services in support of a DIR Customer, the Service Provider will be required to assist in recovery activities defined at the time of the declaration of an event which would activate the BCP. The specifics of these requirements will be developed during transition and become part of the Policies and Procedures Manual.

The following information is provided as a reference to representative sections that are generally contained in each DIR Customer BCP.

### 2.1 Current State

The State of Texas does not currently have a single comprehensive BCP. Each DIR Customer has developed its own BCP to fit their individual business needs. The BCPs of the participating agencies vary greatly in maturity. Of the 27 agencies; some have very comprehensive plans, others cover basic requirements, and some have not developed DIR Customer-specific plans.

### 2.2 Desired State

Businesses Continuity Planning is a DIR Customer retained function. However the Service Provider is responsible for developing, maintaining and testing a BCP for their in-scope Data Center operations. This BCP should comply with all applicable Federal and State requirements. General guidelines for BCPs can be found on the State Office of Risk Management's (SORM) web site:

[http://www.sorm.state.tx.us/Risk\\_Management/Business\\_Continuity/init\\_overview.php](http://www.sorm.state.tx.us/Risk_Management/Business_Continuity/init_overview.php)

The selected Service Provider is responsible for coordinating their BCP with existing DIR and DIR Customer BCPs to ensure that the State of Texas, DIR and DIR Customers can resume regular business functions in the event of a disaster or significant event.

In the event of a service disruption the Service Provider is responsible for coordinating all business continuity efforts with DIR to ensure smooth and efficient resumption of Services.

### **3.0 STANDARD BUSINESS CONTINUITY PLAN OUTLINE**

#### **3.1 Background**

##### **3.1.1 Purpose**

##### **3.1.2 Goals and Objectives**

##### **3.1.3 Benefits**

#### **3.2 Scope**

##### **3.2.1 Policies**

##### **3.2.2 Overview**

#### **3.3 Business Disaster Declaration Criteria**

##### **3.3.1 Operational Priorities**

##### **3.3.2 Levels of Response**

##### **3.3.3 Procedures for Invoking Contingency Mode**

##### **3.3.4 Required Authorizations**

##### **3.3.5 Notification Procedures**

##### **3.3.6 Media Handling Procedures**

#### **3.4 Business Continuity Call Out Procedure**