



# **BUSINESS CONTINUITY MANAGEMENT**

**Hitachi Vantara**

## BUSINESS CONTINUITY MANAGEMENT PROGRAM OVERVIEW

### Background

Hitachi Vantara has a dedicated Business Continuity Management (BCM) Program as approved by the Executive Committee. The BCM Program is a Global function that oversees development of continuity of all processes. The program encompasses risk assessment and mitigation and hierarchical plans for Crisis Management, Emergency Response, Information Technology Disaster Recovery, and Critical Process Recovery.

The program includes team of qualified professionals including Certified Business Continuity Professional (CBCP) or Certificate of the Business Continuity Institute (CBCI). Hitachi Vantara Business Continuity Management Policy is aligned to ISO 22301:2012 and with the internationally accepted standards for professional practices from The Business Continuity Institute and Disaster Recovery Institute. All industry standard governance is in place.

### Business Impact Analysis (BIA)

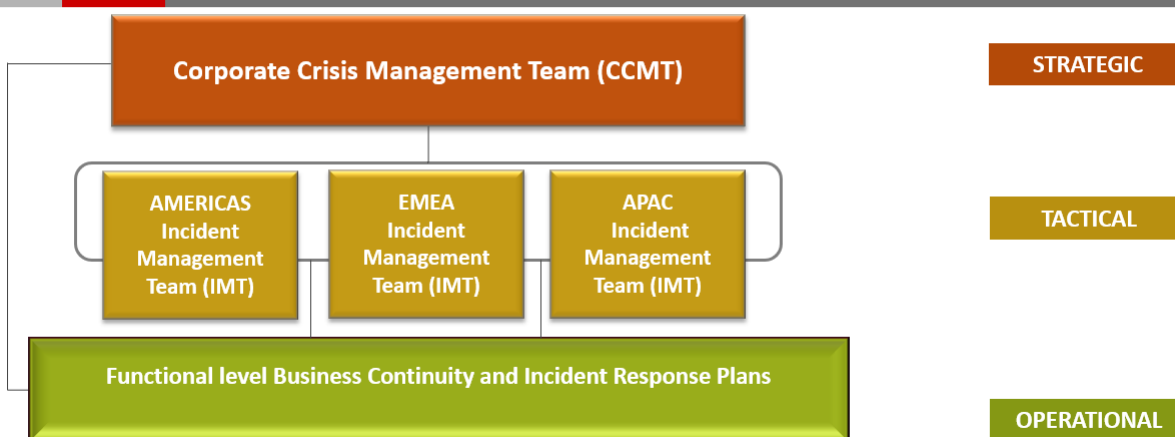
A comprehensive globally Business Impact Analysis is conducted annually to serve as a foundation for the Business Continuity and Disaster Recovery Programs. A value chain and the completed report includes ranking of risk impacts (Customer Retention, Reputational, Regulatory Compliance, Financial) for all Hitachi Vantara IT and Business critical Processes. This BIA program information is refreshed and reviewed for approval by the BCM Steering Committee on an annual basis.

### Business Process Continuity Plans

While the global initiative continues development, individual plans to support continuity of operations are in place. These plans were identified for priority development as they are customer-facing and time-sensitive processes. Additionally, a Global Pandemic Preparedness Plan is in place.

Hitachi Vantara has deployed ResilienceONE Business Continuity Risk Management software, which is a comprehensive solution. The software is used for various aspects of the BCM program including conducting BIA, maintaining Risk Register and Business Continuity and Crisis / Incident Response plans.

## HITACHI VANTARA: BUSINESS CONTINUITY MANAGEMENT FRAMEWORK



## Commissioned Plans

Recovery plans for the critical business processes of Supply Chain and Customer Service Operations include a strategy, process mapping, documented tasks and resources for alternative operations, as well as supporting Information Technology capabilities. These plans have been deployed within the last years for actual business interruptions and have successfully continued essential operations.

- Corporate Crisis Management Team Plan
- Regional / GEO Incident Management Team Plans (Americas, APAC, EMEA)
- Global Pandemic Preparedness Response Plan

### Plan coverage for Critical Operations includes:

- Global Services Business Recovery Plan (all locations & Services)
- Primary Data Center Denver, Colorado, USA and back-up in Brookwood, Oregon, USA
- Global Information Security Incident Response Plan
- Information Technology Service Desk
- Crisis Communications Plan
- Human Resources Emergency / Fatality Response
- Deal Operations (EMEA, AMERICAS & APAC)
- Global Supply Chain Process including
  - International Supply Chain Center – Oklahoma, USA
  - European Distribution Center – Zaltbommel, Netherlands
  - Asia-Pacific Distribution Center – Singapore
  - China Manufacturing Center - China
- Operations such as Global Trade Compliance, Global Security Operations Center and selected Financial Processes

## Other Supporting Plans and Programs

### Information Technology Disaster Recovery (DR) Program

Hitachi Vantara DR Program includes both primary and alternate data centers. The alternate data center includes a complete buildout of core Infrastructure. All applications have been installed, configured and tested. DR Plans are completed and stored on an industry standard toolkit and are reviewed and updated by plan owners. Operational DR testing for failover capability is conducted annually.

Table 1: Classification of Applications

Tier	Description	Recovery Time Objective	Recovery Point Objective	Impact Areas
0	Critical	<= 4 hours	<= 2 hours	Customer Facing
1	High	5-24 hours	>= 24 hours	Company High
2	Medium	25-120 hours	>= 24 hours	Company Medium
4	Low	< 240 hours	>= 24 hours	Company Low

## **Information Security Program**

This program supports the BCM Program by providing effective review and implementation of security controls, by examining and categorizing risks, and applying layers of defenses to minimize or mitigate their impact to the business. A hierarchical governance structure ensures that an Executive Committee approved Charter is in place, which encompasses: policies, standards, procedures, and processes. Ref whitepaper “Information Security Summary”, WP-559-A, Hitachi Vantara October 2017.

## **Emergency Response: Global Protective Services (GPS)**

GPS provides services that promote the safety and security of Hitachi Vantara Colleagues and Facilities worldwide including the responsibility for Emergency Response.

- Global Security Operations Center – 24x7 Monitoring and Call Center
- Global electronic access control system and photo identification access badges
- Monitored facility intrusion detection, escalation and response
- Global Traveler Protection Program – Resourced by ISOS and Control Risk
- GPS’ global resources provide support worldwide including APAC, EMEA, and AMERICAS

Hitachi Vantara uses an “all hazards” model for security with trained security officers who interact with civil authorities as necessary for any external threat such as civil unrest, acts of terrorism, and natural disaster.

## **Updating and Exercising Plans**

The BCM program guidelines (consistent with Hitachi Vantara own Internal Audit requirements) ensure existing plans are reviewed and revised as necessary on an annual basis. Hitachi Vantara Recovery Team members receive training and participate in relative exercises as well on an annual basis. Information validating recently conducted exercises is available.

## **BCM Plan viewing by Hitachi Vantara Customers**

The specific content of the Hitachi Vantara Business Continuity Management Program is confidential and proprietary as it contains sensitive information (e.g. employee contact information). However certain sections of the plan may be available for viewing upon sufficient notice, as per contractual obligations between Hitachi Vantara and Customer.

## **Business Continuity Management Points of Contact**

Please direct further inquiries to:

### **Virag Shah**

Global Director Business Continuity

Hitachi Vantara

Sefton Park, Buckinghamshire, UK

Tel: +44 1753 618901

[businesscontinuity@hitachivantara.com](mailto:businesscontinuity@hitachivantara.com)