



**Exhibit to Data Center Services  
Multisourcing Service Integrator  
Master Services Agreement**

**DIR Contract No. DIR-DCS-MSI-MSA-001**

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Between

**The State of Texas, acting by and through  
the Texas Department of Information Resources**

*and*

**Capgemini America, Inc.**

**Exhibit 15  
Business Continuity Planning**

December 28, 2011

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**EXHIBIT 15**  
**BUSINESS CONTINUITY PLANNING**

**Update Methodology for Exhibit 15**

The following update methodology is incorporated as part of **Exhibit 15**:

<b>Title</b>	<b>Methodology for Updating Exhibit</b>
<b><u>Exhibit 15</u></b> Business Continuity Planning	<b><u>Exhibit 15</u></b> may only be modified by formal amendment, in accordance with <b><u>Section 21.7</u></b> of the MSA.

## **1. INTRODUCTION**

This document describes the procedures associated with the Service Provider Business Continuity Plan (BCP) for the infrastructure and supporting systems.

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

## **2. BUSINESS CONTINUITY PLAN OVERVIEW**

### **2.1 Service Provider Business Continuity**

The Service Provider is responsible for developing, maintaining and testing a BCP for the Systems, Software and Equipment used by Service Provider to provide the Services including those provided at the Consolidated Data Centers or other Service Provider Facilities. In the event of a Disaster at either Consolidated Data Center, Service Provider Facilities or at any Non-Consolidated Service Location, the Service Provider is required to recover and support the affected Service Provider Systems, Software and Equipment at the designated recovery location. This BCP should comply with all applicable Federal and State requirements.

The Service Provider is responsible for coordinating its 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 affecting the Systems, Software and Equipment used by Service Provider to provide the Services. The Service Provider's BCP will be developed during Transition and become part of the Service Management Manual.

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

### **2.2 DIR Customer Business Continuity**

The DIR Customer BCP is a DIR Customer-retained function for its business, Applications, and the retained portions of its IT infrastructure (e.g. end-user computing, agency LANs). The State of Texas has unique BCPs 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 Services in support of a DIR Customer, the Service Provider will assist in recovery activities defined at the time of the declaration of an event which would activate the DIR Customer's BCP.

### **2.3 BCP for Data Center Operations**

The Service Provider will establish BCP(s) and supporting procedures to meet the designated timeframes as established in the Service Management Manual for the Systems, Software and Equipment used by Service Provider to provide the Services. This includes systems such as:

- Service Management Systems (e.g. Remedy)
- Invoicing and Accounting Systems (e.g. Chargeback)

- Service Level measurement and management tools
- Operational and Control Systems (e.g. NetCool)
- All other Systems, Software and Equipment required for the delivery of Services

### **3. STANDARD BCP OUTLINE**

#### **1.1 Background**

##### **1.1.1 Purpose**

##### **1.1.2 Goals and Objectives**

##### **1.1.3 Benefits**

#### **1.2 Scope**

##### **1.2.1 Policies**

##### **1.2.2 Overview**

#### **1.3 Business Disaster Declaration Criteria**

##### **1.3.1 Operational Priorities**

##### **1.3.2 Levels of Response**

##### **1.3.3 Procedures for Invoking Contingency Mode**

##### **1.3.4 Required Authorizations**

##### **1.3.5 Notification Procedures**

##### **1.3.6 Media Handling Procedures**

#### **1.4 Business Continuity Call-Out Procedure**