

Business Continuity Plan Overview

ITI has adopted a business continuity strategy for the continuation of business critical functions in the event of a partial or total outage affecting any of our offices or a technical problem affecting our service delivery, applications, data, or network. The recovery strategies we employ are designed to limit the impact on clients from any business interruption or disaster.

Our process for developing business resumption strategies and plans involved analysis, planning, implementation, and testing. The process was initiated by conducting a Business Impact Analysis (BIA) with each of the business areas. The BIA identified requirements for key ITI employees, applications and services necessary to support the business critical functions for a short duration outage through a longer term outage. These requirements have been incorporated into a recovery plan that will be employed in the event of an emergency. The plan has been reviewed and approved, and will be periodically tested and updated based on test results or any ad hoc business changes that require an update to the plan.

Business recovery strategies are varied to make appropriate use of both internal and external capabilities. They include external recovery vendor solutions, interoffice relocation, workload shifts, and secured remote access. Through testing, we have verified the resources identified during the BIA process as necessary for recovery of all critical business functions, and that such functions operate in accordance with the recovery specifications outlined during the BIA process. While using cost effective and technologically proven systems, equipment and techniques, ITI continually updates both the recovery plans and the necessary technology in order to minimize the time required to recover from a disruption.

No plan is effective without proper documentation. To that end, ITI has developed and maintains business continuity plans for each of its business units. These plans include mobilization procedures, notification guidelines, call trees and other pertinent information for the businesses as well as plans for crisis management and executive management personnel to insure proper coordination of command and control activities in the event of an emergency.

Although we have taken steps to develop detailed business continuity plans, unforeseen circumstances may create situations where we are unable to fully recover from a significant business interruption. However, we believe our planning and implementation process greatly reduces the risk in this area.