

OmPrompt Business Continuity and Disaster Recovery



100% cloud hosted
with no server
dependency



120 minute
recovery
time



24/7 global
support

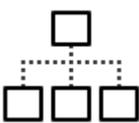
OmPrompt's documented Business Continuity (BC) and Disaster Recovery (DR) plans may include security-sensitive information and are therefore not intended to be shared. However, we have provided some high-level information below to demonstrate how our BC/DR preparedness has been fully tested in recent times and relies on a combination of:



Our **High Availability shadowing**, regularly tested ability to failover, with ability to patch restore from backup



No server room dependency (100% cloud-hosted, with all employees able to work remotely)



All key operational roles with second and third-line cover from trained employees **able to divert from non-operational roles** to provide business continuity cover

As part of business continuity planning, OmPrompt has well-established and tested contingency plans and procedures in place to cover civil emergencies, denial of access, infectious diseases, etc. which are documented within our ISO/IEC 27001 / ISO 9001 accredited, integrated Information Security/Quality Management System (ISMS/QMS), and held in the cloud for easy remote access in an emergency.

Disaster Recovery / High Availability

In the event of platform unavailability, the OmPrompt platform is designed for High Availability (HA) using native shadowing technology between master and shadow instances in two geographically separate datacentres within AWS EU-West-1. HA failover from master to shadow is tested regularly, including during the COVID-19 emergency, with a Recovery Time (RTO) of 120 minutes. There are measures in place to cope with the risk of network disruptions, including backup internet network links, both as regards the platform itself, hosted on AWS, and as regards the OmPrompt network operations centre responsible for managing the platform.

Platform Failover

OmPrompt performs routine test failovers between master and shadow instances as a part of its Disaster Recovery plan, these tests are performed at least quarterly

Business Continuity Cover

As an example, in 2020 our preparedness was tested like many others by the coronavirus COVID-19 emergency. As a part of this, the OmPrompt Management Team issued advice starting in February with the decision made for staff to work from home in late March.

OmPrompt's Business Continuity Matrix was reviewed and utilised to identify all first-line roles essential to maintaining the live platform to deliver the core service to our existing customers.

As such, other staff in other roles were given training and readied to act as second line cover where necessary in the case of sickness. This meant reducing the priority for technical members of staff for the onboarding of new customers or projects to ensure that all existing customers had a stable environment in which to work in.