PAROLA

EXAMPLE – Business Continuity Policy

31 March 2024

PAROLA Profiler provides the following:

Criminal investigation software application that records links between criminals, together with their criminal activities, to create profiles of criminal associations.

PAROLA Profiler operate an Integrated Management System (IMS) that implements the following:

Information Technology Service Management;

Information Security Management;

Business Continuity Management.

PAROLA Profiler will do the following:

Maintain a **No-Blame Environment**, to encourage staff to reveal and jointly resolve issues;

Comply with all applicable legal, contractual and other requirements and obligations;

Continually improve the effectiveness of the IMS.

Our Business Continuity Objectives are that after disruption we can restore operations within:

(1)   1 hour – Main number telephone communication;

(2)   4 hours – Telephone Technical Support;

(3)   1 day – Remote Technical Support;

(4)   3 days – Microsoft Exchange and Outlook;

(5)   5 days – Full (Remote and On-Site) Technical Support;

(6)   2 weeks – Provision of products and services.

The management will review the following, at least once each year:

The suitability of this policy;

The objectives of this policy;

Legal requirements and how we comply with them.