CyrusOne

Program Overview
Business Continuity & Disaster Recovery

Version 3.1   **8/1/2023**

Our Mission

CyrusOne's Business Continuity Program works to ensure that CyrusOne can continue to deliver products and services at acceptable pre-defined levels following a disruption to meet customer needs. Through the output of the business continuity program, CyrusOne can not only meet all reasonable customer business continuity requirements but is well-positioned to effectively respond and recover should a disruptive event occur.

CyrusOne's business continuity program is ISO 22301:2019 certified.

Business Continuity Objectives

CyrusOne's Business Continuity Program is designed to:
- Protect the safety of CyrusOne employees and visitors;

- Incorporate and define our Crisis Management Program;

- Manage the impacts associated with a disruption to critical operations due to a loss or unavailability of necessary resources (including personnel, technology, facility, and suppliers);

- Reduce business continuity-related risk; and

- Integrate business continuity and preparedness into the corporate culture.

Program Requirements

The various components of CyrusOne's Business Continuity Program include:

- A program governance structure that aligns to business strategy, drives preparedness, and enables continual improvement;

- Re-occurring program activities to assess the potential impacts of a disruption and identify resources required immediately following an event (Business Impact Analysis and Risk Assessment);

- Formally identified Business Continuity strategies;

- Periodic review and approval of program, risks, tests and plans with Executive Leadership;
- Documented strategies within business recovery plans to enable a repeatable response and recovery; and

- Annual exercises and tests to measure response and recovery capability, build participant competencies, and identify improvement opportunities.

Program Oversight

Customer Success is responsible for the implementation of the Business Continuity program; however, as activities require business unit support, the Business Continuity program relies on a variety of stakeholder groups to provide direction, oversight, and ongoing participation. In addition, CyrusOne retains Riskonnect Consulting, a leading provider of business continuity services, to provide expertise on program design and execution.

Disaster Recovery

CyrusOne has standards/procedures for developing, maintaining, and testing IT Disaster Recovery (DR) for all critical systems and applications. While Business Continuity is not responsible for IT planning, program staff work closely with IT to make sure planners understand customer and internal business requirements.

Crisis Management

Business Continuity plays an active role in establishing and maintaining CyrusOne's crisis management and incident response structure. While each CyrusOne site maintains location-specific incident response procedures, Business Continuity maintains a corporate-level Crisis Management Plan and ensures that leaders are equipped with the tools and strategies to facilitate incident response activities.

Test Type

A 3rd Party Facilitator presented a tabletop exercise to participants with a hypothetical, real-life scenario. Tabletop participants responded using the Crisis Management Plan. The exercise identified action items to improve in-scope plans, response and recovery strategies, and CyrusOne's business continuity program.

Business Continuity Program Activities

The purpose of CyrusOne's Business Continuity Program is to identify the resources that the business relies on to deliver value and meet stakeholder expectations, understand risks that could threaten resource availability, and develop strategies that reasonably mitigate or manage risk. Business Continuity Program staff are responsible for executing the following activities on a recurring basis:

Program Governance

CyrusOne maintains an approved Business Continuity Policy and Standard Operating Procedures to document the program's scope, requirements, and major activities. Program governance materials define each stakeholder group's responsibilities under the program and how often activities need to be performed.

Business Impact Analysis (BIA)

The BIA allows CyrusOne to identify activities required to deliver in-scope services and analyze the effect a disruptive event might have on them. CyrusOne uses the BIA to identify recovery requirements and resources, establish recovery prioritization and timing, and determine minimum acceptable levels of service to continue to meet stakeholder expectations following a disruption.

In addition to the BIA, CyrusOne completes a Risk Assessment to identify risks, analyze their likelihood and impact, and provide a means of evaluating and prioritizing risk treatment options.

Strategy Development and Plan Documentation

Following the BIA and Risk Assessment, CyrusOne works to identify and select strategies that align to requirements and risk appetite. CyrusOne then documents plans to drive a repeatable response and recovery effort. Strategies and plans are based on the following four scenarios:
- Loss of Facility
- Loss of People
- Loss of Technology
- Loss of Key Supplier

Plans are housed in a centralized planning software, Catalyst, that is hosted external to the company.

Plan — Program Governance

Do — BIA, Strategy, Planning & Exercising

Check — Program Metrics &, Management Review

Act — Corrective Actions & Continuous Improvement

Exercising/Testing

CyrusOne validates the effectiveness of response and recovery capabilities through exercise and test events. These activities serve to build participant competencies and identify continual improvement opportunities. CyrusOne conducts annual exercises to ensure plan and staff competency. The most recent exercise was conducted on December 8, 2020 with a single scenario surrounding multiple tornadoes impacting the Dallas region. The scenario posed a realistic set of events which requires activation of the Crisis Management Plan. Exercise participants were unaware of the scenario prior to the start of the exercise. Exercise participants were presented with updates and new information to simulate how communication and information would flow during a real disruptive event.

Program Monitoring and Continual Improvement

Business Continuity-related activities are continuously tracked and monitored to determine overall program performance. Program reporting metrics are reported internally on a regular basis to ensure all program activities align to organizational strategy.

Throughout all program activities including following actual disruptions, CyrusOne identifies corrective actions and improvement opportunities. Action items are documented and prioritized for program remediation and enhancement. Executive leadership reviews and approves on a regular cadence.

Crisis Management Plan

CyrusOne maintains a Crisis Management plan to coordinate corporate response and recovery activities. While the individual department business continuity plans enable the recovery of each department, the Crisis Management plan oversees that process and approves necessary resources or modifications to normal operations to resume critical activities within recovery objectives despite the business interruption.

In addition, the CyrusOne Crisis Communications Plan exists to address internal and external communications with key CyrusOne stakeholders. The plan includes redundant communication methods to address the risk that primary, day -to-day communications processes may be impaired. The objective of crisis management and crisis communications planning is to keep stakeholders informed regarding response, recovery, and restoration efforts, as well as any anticipated or necessary changes to normal services.

Crisis Management Team

The Crisis Management Team (CMT) provides organization -wide, strategic direction influencing the overall response and recovery effort during major disruptive events. The CMT is led by a portion of CyrusOne executive-level personnel and department leads, with additional roles at the table responsible for crisis communications. The CMT leader is our Chief Customer Officer, and the team consists of representatives from all business areas, including Security, Facilities Operations, Media Communications, Human Resources, Customer Success, Sales, IT, Procurement, Network, Environmental Health Safety and Sustainability, and Legal/General Counsel.

Frequently Asked Questions

Business Continuity Management			Report
1	Q:	Does CyrusOne have a Business Continuity / Disaster Recovery program?	ISO 27001:2013 and ISO 22301:2019
	A:	Yes, CyrusOne Management maintains a Business Continuity Management Program. Program policies and activities are ISO 22301:2019. ISO 22301 is the leading international standard for business continuity.	
2	Q:	Describe how CyrusOne's Business Continuity Management program can be accessed by employees and contractors for review and execution in the event of a disaster or during testing.	ISO 27001:2013 and ISO 22301: 2019
	A:	Documents are available to view on site. Internal staff who have a role in the business continuity planning process also maintain access to Catalyst, CyrusOne's business continuity planning software.	
3	Q:	Is there a designated individual or group responsible for oversight and administration of the BCP program within CyrusOne?	ISO 27001:2013 and ISO 22301: 2019
	A:	Customer Success is the business organization that has the coordination responsibility. We have a Program Manager that leads and drives program activities set forth in the Business Continuity/Disaster Recovery Standard Operating Proceduresand as outlined in ISO 22301:2019.	

Business Continuity Management			Report
4	Q:	Customer Success is the business organization that has the coordination responsibility. We have a Program Manager that leads and drives program activities set forth in the Business Continuity/Disaster Recovery Standard Operating Procedures and as outlined in ISO 22301:2019.	ISO 27001:2013 and ISO 22301:2019
	A:	Yes, notification information is included in the Crisis Management Plan, emergency response plans, and department recovery plans.	
5.	Q:	Does CyrusOne review its Business Continuity / Disaster Recovery plan annually?	ISO 27001:2013 and ISO 22301:2019
	A:	Yes, CyrusOne completes annual reviews of all business continuity-related documentation, including the Crisis Management Plan, Crisis Communications Plan, emergency response plans, and department recovery plans.	
6.	Q:	Does the business continuity plan contain staff relocation plans or alternate workplace plans?	ISO 27001:2013 and ISO 22301:2019
	A:	Yes, department recovery plans include strategies and actions for relocating staff in a loss of facility scenario. Relocation strategies are also included in site emergency response plans.	
7.	Q:	Does the business continuity plan contain escalation and notification procedures for CyrusOne's customers?	ISO 27001:2013 and ISO 22301:2019
	A:	External escalation and notification procedures are maintained in the Crisis Management Plan and Crisis Communications Plan, which are reviewed and exercised on an annual basis. Procedures are also included in site emergency response plans.	
8.	Q:	Does CyrusOne's business continuity plan contain critical third parties?	ISO 27001:2013 and ISO 22301:2019
	A:	Yes, critical third parties are identified during the annual business impact analysis (BIA) process and is included in department recovery plans.	
9.	Q:	What recovery time, specified in hours, is CyrusOne capable of delivering for the services to its customers?	ISO 27001:2013 and ISO 22301:2019
	A:	We support our 100% uptime commitment, however none of our mission critical infrastructure support have RTO's of more than 4 hours.	
10.	Q:	Has CyrusOne completed a Business Impact Analysis (BIA)?	ISO 27001:2013 and ISO 22301:2019
	A:	Yes, CyrusOne completes annual business impact analysis (BIA) with all in-scope departments.	
11.	Q:	What alternate recovery strategies does CyrusOne have in place to ensure the recoverability of services provided to its customers?	ISO 27001:2013 and ISO 22301:2019
	A:	Alternate recovery strategies vary by department and may depend based on their operational dependencies and criticality. These strategies are identified during the annual BIA and recovery plan process and are documented in department recovery plans.	

		Business Continuity Management	Report
12.	Q:	Have the potential threats/crisis scenarios listed below been considered in CyrusOne business continuity planning strategy? (Natural disasters, pandemic flu / public health emergency, widespread regional disruption, cyber-attack, data center disruption, critical service provider failure, short-term/long-term building disruption, political unrest)	ISO 27001:2013 and ISO 22301:2019
	A:	Yes, our business continuity program and plans are all inclusive.	
13.	Q:	Does CyrusOne regularly exercise its business continuity plan(s) for services provided to its customers, and adjust, modify or update the plan based on the results of these exercises?	ISO 27001:2013 and ISO 22301:2019
	A:	Yes, CyrusOne completes annual exercises of its business continuity plans, and any opportunities for improvement and plan updates are made as necessary after each exercise.	
14.	Q:	What is the average frequency that CyrusOne conducts business continuity exercises?	ISO 27001:2013 and ISO 22301:2019
	A:	CyrusOne completes annual exercises of its business continuity plans, to include the Crisis Management Plan, Crisis Communications Plan, emergency response plans, and department recovery plans.	
15.	Q:	Does CyrusOne maintain evidence that exercises were completed successfully and that issues are tracked through to completion?	ISO 27001:2013 and ISO 22301:2019
	A:	All business continuity related documentation, including exercise evidence and action item tracking, is maintained in Catalyst, CyrusOne's business continuity planning software.	
16.	Q:	Has an independent internal or external auditor evaluated CyrusOne Business Continuity program?	ISO 27001:2013 and ISO 22301:2019
	A:	Yes, CyrusOne completes annual internal and external audits of its business continuity planning program.	
17.	Q:	How often does CyrusOne perform a Business Continuity Management training exercise?	ISO 27001:2013 and ISO 22301:2019
	A:	Annually. All members of the CyrusOne Crisis Management Team and alternates receive training. Refresher training(s) is offered at the portfolio level on a quarterly basis.	
18.	Q:	How does CyrusOne's Business Continuity Management Program account for facilities within proximity to natural or man-made environmental hazards and ensure they are minimized.	ISO 27001:2013 and ISO 22301:2019
	A:	CyrusOne's Business Continuity Management Program manages the impacts associated with an interruption to critical operations, including a facility interruption or loss of resources (including personnel, technology and business partners.)	
19.	Q:	Does CyrusOne have a written policy for Disaster Recovery?	ISO 27001:2013 and ISO 22301:2019
	A:	CyrusOne Management maintains a Business Continuity Management Program.	

		Disaster Recovery	Report
20.	Q:	Are communications links to and from CyrusOne's recovery facility maintained and evaluated as part of the ongoing disaster recovery testing?	ISO 27001:2013 and ISO 22301:2019
	A:	Yes, CyrusOne Management maintains a Business Continuity Management Program.	
21.	Q:	Does CyrusOne have a backup data center/facility?	ISO 27001:2013 and ISO 22301:2019
	A:	Yes, as does each facility in our portfolio. CyrusOne Management maintains a Business Continuity Management Program.	
22.	Q:	Is CyrusOne's backup facilities (data centers and/or people recovery sites) within proximity from primary processing site?	ISO 27001:2013 and ISO 22301:2019
	A:	Yes, all backups are regionally located.	
23.	Q:	At CyrusOne, are individuals with necessary skill assigned to document and remediate issues in a timely manner?	ISO 27001:2013 and ISO 22301:2019
	A:	Yes, CyrusOne employees' skills are assessed as part of the hiring process.	
24.	Q:	Does CyrusOne have a process in place to track and record errors/losses, on a timely basis, as they are discovered? Does CyrusOne analyze these events to understand their root causes and then address and escalate to management?	ISO 27001:2013 and ISO 22301:2019
	A:	Industry leading SAAS for BC/DR management via Catalyst. CyrusOne Management tracks all issues as they are discovered. CyrusOne addresses items in a timely manner and escalates issues to Management as deemed necessary.	
25.	Q:	Are CyrusOne data centers protected from fire, flood, or other forms of natural or man-made disasters?	ISO 27001:2013 and ISO 22301:2019
	A:	Yes, CyrusOne's data centers are protected.	
		Third Party Suppliers/Vendors	Report
26.	Q:	Does CyrusOne have a risk or resilience assessment program for critical third-party suppliers / vendors?	ISO 27001:2013 and ISO 22301:2019
	A:	Yes, CyrusOne completes risk assessments for all external suppliers/vendors as part of the Business Impact Analysis (BIA).	
27.	Q:	Does CyrusOne have a written policy describing this program?	ISO 27001:2013 and ISO 22301:2019
	A:	All program requirements are documented in the Business Continuity Policy and Business Continuity Standard Operating Procedures, which are maintained in Catalyst, CyrusOne's business continuity planning software.	
28.	Q:	Has CyrusOne evaluated its business continuity plans and disaster recovery plans with key or critical third-party suppliers/vendors?	ISO 27001:2013 and ISO 22301:2019
	A:	Yes, critical suppliers and/or vendors participate in regular site-level drills and exercises.	

29.	Q:	Does CyrusOne's Business Continuity Plan(s) or Disaster Recovery Plan(s) include communications from its critical Third-Party Suppliers/Vendors in the event of a disruption to their service(s)?	ISO 27001:2013 and ISO 22301:2019
	A:	Yes, with SLA's.	
30.	Q:	For any Third-Party Suppliers that provide critical services, does CyrusOne verify they have a Business Continuity and Disaster Recovery program?	ISO 27001:2013 and ISO 22301:2019
	A:	Yes, CyrusOne reviews the business continuity documentation of its critical suppliers.	

Program Highlights

- Field Tested – Crisis Management – Support of Winter Storm Elliott – December 23-24, 2022
- Annual Exercise & Testing completed – December 1, 2022
- BIA/Plan Reviews completed – November 2022
- ISO 22301:2019 ISO Certification Reissued – October 2022
- Annual Exercise & Testing completed – December 1, 2021
- BIA/Plan Reviews completed – November 2021
- ISO 22301:2019 ISO Certification Reissued – September 2021
- Field Tested – Crisis Management - Winter Storm Uri – February 2021
- Field Tested – Crisis Management – COVID-19 Pandemic – March 2020 through July 2022
- Annual Exercises & Testing completed – December 8, 2020
- BIA/Plan Reviews completed - November 2020
- CyberThreat – Table-Top Exercise – November 9, 2020 – Hosted by Cyber Security Partner - Kroll
- Field Tested - Crisis Management – COVID-19 Pandemic – March 2020 thru ongoing
- Crisis Management Exercise & Testing completed – December 2019
- ISO 22301 Certification – Reissued June 2019
- ISO 22301 Certification –January 2019
- Crisis Management Exercise & Testing completed – December 2018
- External Program Audit – October 2018
- Annual BIA/BCP Review – September thru December 2018
- Internal Program Audit – May 2018
- Exercises & Testing completed – December 2017
- Annual BIA/BCP Review – November 2017
- Field Tested – Support of Hurricane Irma – August 30 thru September 16, 2017
- Field Tested – Support of Hurricane Harvey – August 17 thru September 3, 2017
- Exercises & Testing completed – January 2017
- Full Walk Through and Audit completed – December 2016
- BIA/BCP Reviews completed – November 2016
- Exercises & Testing completed – November 2015

Program Contact Information

Pam Cooper
Manager, Customer Compliance & Governance
o) 630-332-8587 c) 574-315-2340
pcooper@cyrusone.com