

Activities

- Application Dependencies
- Facility Dependencies
- Supplier Dependencies
- Department Dependencies
- Other Dependencies
- Recovery Staffing Requirements
- Resource Requirements
- Risks
- Attachments
- History and Approvals

### Database Administration

Delete

DESCRIPTION

This activity builds pre-production databases for the client SaaS environments, tests them in the pre-production environment, and migrates the content to production.

PROVEN RTO

4 Hours

OUTPUTS

MAXIMUM ALLOWABLE DOWNTIME (MAD) JUSTIFICATION

Clients are likely to switch to a competitor if unable to continue program implementations. Acme's reputation would be unlikely repairable.

FINANCIAL

Acme is unable to bill clients of the SaaS subscription until implementation. Additionally, each project is subject to 3% per day penalty for a delayed implementation.

REQUESTED RTO

1 Day

RELATED PRODUCT/SERVICE

Maintain and Deliver the ACME1 Software Solutions

COMMITTED RTO

1 Day

MAXIMUM ALLOWABLE DOWNTIME (MAD)

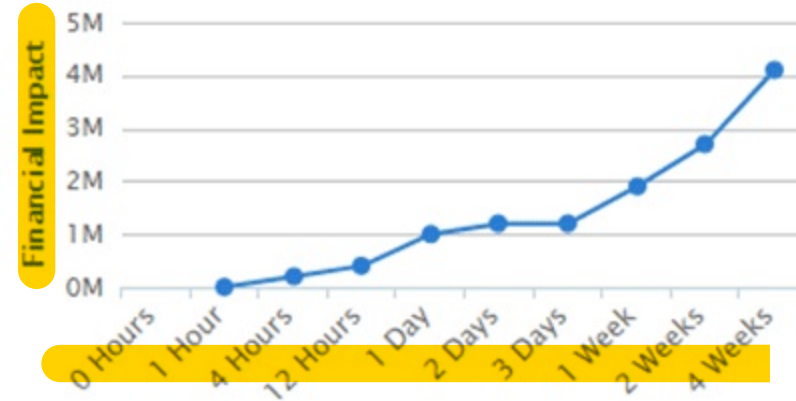
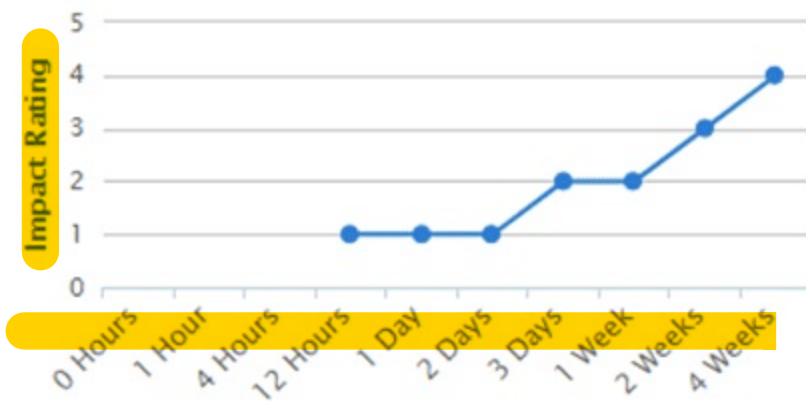
2 weeks

REPUTATIONAL

A failure to meet project commitments will create a negative perception of Acme early on in the relationship with the client.

LEGAL/CONTRACTUAL

A failure to meet project management service level agreements may result in a 3% per day project penalty. Based on in-flight projects within one week of completion, estimated losses may total \$400,000 per day.



### Help Desk Support

Delete

DESCRIPTION

This activity is responsible for provide internal employee and contractor Tier 1 support. Additionally, the Help Desk is responsible for computer and peripheral configuration, deployment and support.

REQUESTED RTO

4 Hours

PROVEN RTO

4 Hours