



Disaster Recovery and Business Continuity Plan

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Document Overview

The objective of the Business Continuity Plan is to minimize any service disruption or financial loss resulting from the premises of Secova being rendered totally or partially in operative during a disaster.

It is also to identify when and how to declare a disaster and ensure that the site is aware of the protocol and procedures to follow in the event a disaster is declared.

Client Business Relationship Manager at Secova

Chirayu Patel – Vice President, Client Development, has been designated by Secova as its Business Relationship Manager and represents Secova for services offered to its clients.

Business Continuity Coordinator / Leader at Secova

Rajesh Akella – Sr. Director, Information Technology at Secova will be the designated Business Continuity Manager

1.1 Plan Overview

The Business Continuity Plan depicts various disaster scenarios and Recovery steps that will be taken by Secova to identify the business functions that will be needed for business continuity and the levels of continuity provided for these business functions.

Secova currently carries a global footprint with three physical locations in the United States and one located at Chennai, India.

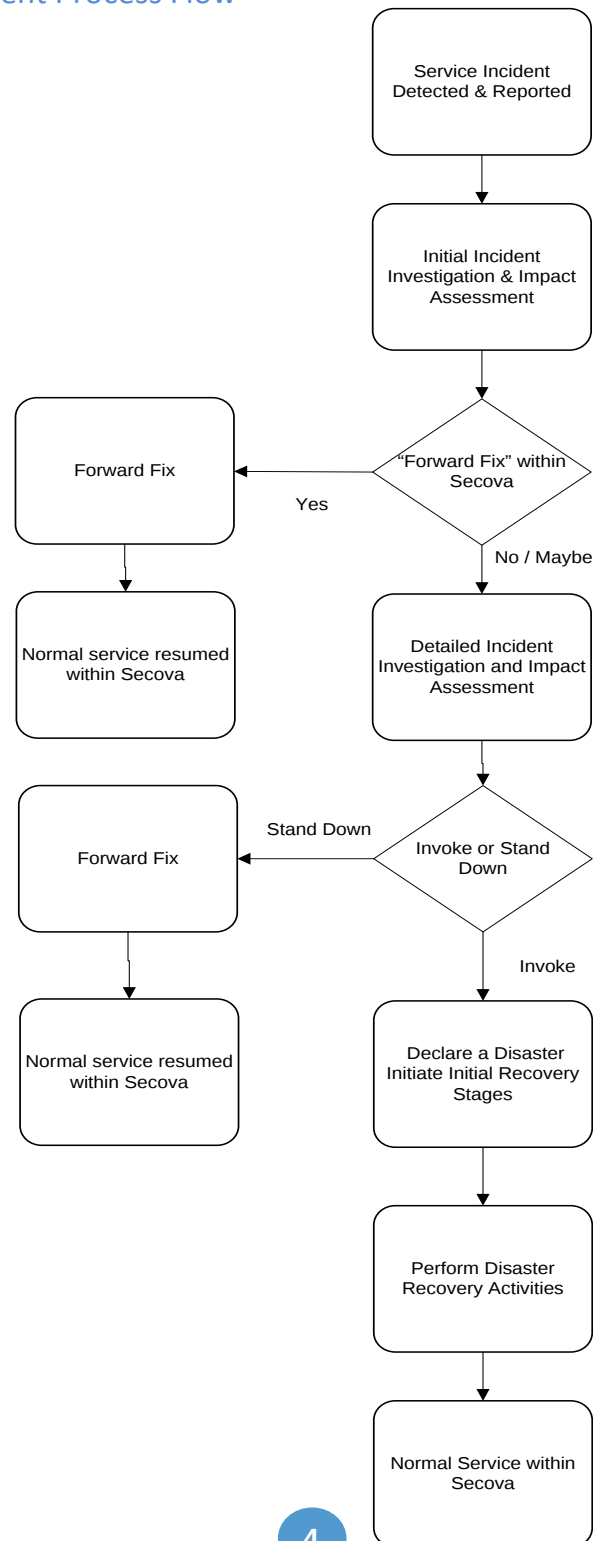
1.2 Physical Locations

1. *Newport Beach, CA (Corporate Headquarters / Service Delivery site) **Physical Address:** 5000 Birch Street, West Tower, Suite 1400, Newport Beach, California 92660-2127*
2. *Wall, NJ (Service Delivery site) **Physical Address:** 1800. Route 34, , Building 3, Suite 301, Wall, New Jersey 07719*
3. *Hawthorne, CA (Data Center – Managed by AT&T) **Physical Address:** 2301 W 120TH ST, HAW, CA, 90250*
4. *Chennai, India (Service Delivery site) **Physical Address:** RR Tower III, Second Floor, TVK industrial Estate, Guindy, Chennai – 600 032*

Secova currently manages the emergency management process for the two service delivery sites located in the United States and one site located at Chennai, India. AT&T manages the Secova US data center located at Hawthorne; CA.

EMERGENCY MANAGEMENT PLAN

1.3 Incident Management Process Flow



1.4 Notification Process

In case of an emergency, the top priority is to preserve the health and safety of staff before proceeding to the Notification procedure. Any employee who is aware of a potential incident within the facility will notify the team lead and Infrastructure lead with the following information:

1. Employee Name
2. A description of the event
3. A preliminary report of damages and injuries
4. Information regarding any attempted or actual notification contacts
5. A phone number and location where the employee can be reached

In the event of a building evacuation, employees shall report to the departments' pre-designated assembly point. The Recovery Lead performs a quick assessment of the incident reported and ensures all appropriate emergency response procedures follow. On determination of the crisis management center, the lead performs the following alert notifications.

- **Alert the assessment personnel listed below. Alternates if the primary person cannot be reached**
- **Alert Facilities and other appropriate support areas of the incident**
- **Alert remaining team members, senior executives and vendors of the incident**
- **Instruct / notify where to report (e.g., Crisis Management Center, damaged site, other sites, stay home)**

1.5 Emergency Contact Information

Rajesh Akella – Sr. Director, Information Technology will be the primary contact person in case of an emergency. Listed below are his contact details:-

Name: Rajesh Akella
Designation: Sr. Director – Information Technology
Address: Secova, Inc., 5000 Birch Street, West Tower, Suite 1400, Newport Beach, California 92660-2127
Desk Phone: 1.714.384.0605
Cell Phone: 1.949.351.1786

1.6 Incident Management and Response Team

Mentioned below are team lists specific to each location. Emergency management and recovery lead personnel are listed for each service location.

Chennai, India (Service Location)

Suresh Kamaraj, located at Chennai, India will lead the team listed below in case of an emergency and will perform recovery services for this site.

Priority Order	Resource Name	Email Address	Function	Office Phone Number	Mobile Phone Number
1	Vinod Kumar	Vinod.Kumar@secova.com	Administration	714.384.0594 (US) 011-91-44-2499.2252	011-91-98401-43377 (India)
2	Suresh Kamaraj	Suresh.Kamaraj@secova.com	IT Infrastructure	714.384.0583 (US) 011-91-44-2499.2252 011-91-44-2499.2252 (India)	011-91-98412-36866 (India)
3	Kavitha Jayasankar	Kavitha.jayasankar@secova.com	Human Resources	714.384.0593	011 91 9994491617
4	Kumarika Chaudhuri	Kumarika.chaudhary@secova.com	Client Delivery	714.384.0639	011-91-9952972877

Wall, NJ

Sanjeev Kurup, located at Wall, NJ will lead the team listed below in case of an emergency and will perform recovery services for this site.

Priority Order	Resource Name	Email Address	Function	Office Phone Number	Mobile Phone Number
1	Sanjeev Kurup	Sanjeev.Kurup@secova.com	Executive (Operations)	732-903-9003	847-637-6808
2	John Mulhearn	John.Mulhearn@secova.com	IT Infrastructure	732-903-9068	732-684-1057
3	Vijay Tallapragada	Vijay.tallapragada@secova.com	Human Resources	732-903-9004	610-306-4270
4	Brian Cali	Brian.cali@secova.com	IT - Applications	732-903-9070	732-684-0377

Newport Beach, CA and Data Center, CA

Rajesh Akella, located at Newport Beach, CA will lead the team listed below in case of an emergency and will perform recovery services for Newport Beach, CA and Data center, CA.

Priority Order	Resource Name	Email Address	Function	Office Phone Number	Mobile Phone Number
1	Rajesh Akella	Rajesh.Akella@secova.com	IT Infrastructure	714-384-0605	949-351-1786
2	Lisa Thatcher	Lisa.Thatcher@secova.com	Operations	714-384-0599	714-606-1052
3	Ken Goodman	Ken.goodman@secova.com	IT – Applications	714.384.0692	562-537-9178

Rajesh Akella, Ken Goodman and Brian Cali will be responsible for IT Infrastructure and application recovery across all sites and business critical processes from a technology standpoint.

1.7 Executive Team / Senior Management

The Executive team listed below will coordinate across functions and locations to insure that the recovery process is executed effectively. The location each operates from is listed in parenthesis.

1. Venkat Tadanki, President and Chief Executive Officer (Newport Beach, CA)
2. Sanjeev Kurup, Vice President, US Operations (Wall, NJ)
3. Vaidyanathan Chandrasekaran (VC), Chief Operating Officer (Chennai, India)
4. Kumarika Chaudhuri, Vice President – Operations (Chennai, India)
5. Chirayu Patel, Vice President – Client Development (Newport Beach, CA)
6. Shankar Balasubramanian, Vice President – Technology (Chennai, India)

Sanjeev Kurup, Kumarika Chaudhuri, Chirayu Patel and Shankar Balasubramanian will be primarily responsible for operational service recovery across all service locations. These four executives are the escalation panel for all recovery and resumption processes / procedures.

BUSINESS RESUMPTION / DISASTER RECOVERY PLAN

1.8 Plan Overview

This business resumption plan outlines the resumption of business critical services, which includes business applications, call center services and data / document management.

1.9 Business Management

In the event of a disaster, the emergency management plan will be followed. The personnel empowered to manage a disaster situation have been listed by location as part of the emergency management plan.

1.10 Client Services

Service Delivery Managers and Client Analysts assigned to customers are spread across all three-service locations. Primarily, Service Delivery Managers are located at Wall, NJ and Newport Beach, CA. Client Analysts are primarily located at Chennai, India and Newport Beach, CA, and shadow Service Delivery Manager on a cross functional basis. In case of a disaster and if a state of emergency is declared, Service Delivery Managers notify customers and provide operational support by working from alternate locations using VPN connectivity. In case of an inability to communicate or connect with the customer, Client Analysts will step into the role of their respective Service Delivery Managers and deliver service at the requisite levels.

1.11 Call Center

Secova provides call center support across two locations within the United States and one out of Chennai India. All three locations are integrated to a high degree using state-of-the-art Avaya phone systems. The system is setup with fail over mechanisms that alternate to available sites during any disaster. The primary PBX equipment is located at data center in CA, and the standby PBX equipment is located at Wall, NJ service location. Our current setup offers all customer inbound calls (HR Service Center Calls) to terminate at primary site. If connectivity is lost to or any equipment failure happens impacting the availability of PBX the primary site, PBX at the Wall location will take over and all customer calls are routed via the Wall location. Service center representatives are cross-trained across all systems and processes.

Reports and Electronic Data Interchange

All reports and data files that comprise critical PHI data, required for customer consumption, will be generated from servers located at data center. Secova has IT development and software support services across its three service locations. Staff in one of these alternate locations will resume services for report and file generation.

Data Processing and Online Processing Applications

Business applications, Data processing and Document Management Systems are located at data center, CA. Document intake services are currently available at Wall, NJ and Newport Beach, CA. Backups of production data residing at data center, CA are made daily to a disk based backup system which is then replicated every 24 hours to a secondary system located in Wall, NJ. Critical production data at data center is replicated on an hourly basis to standby systems available in the Wall, NJ, facility. All core systems necessary for business are available at the Wall facility and can be switched from standby to active in the event of a disaster and/or unavailability of the data center for extended period.

Core Applications

- iElect and iAdmin
- DEM
- EDM
- EBS
- Premium Billing
- Email
- Secure Email
- Secure FTP

Recovery will take place within three days once a disaster is declared. Once ported to the Wall facility the applications will have a 30% availability rating. Data / Document processors across all three service locations will be cross-trained on all the processes. All three sites are capable of processing services.

1.12 *Business Resiliency lead Coordination*

Secova's Service Delivery Managers, assisted by the Client Analysts, perform coordination with their assigned clients. They take the lead in notification efforts to a customer in the event of a disaster.

1.13 Plan Maintenance and Testing

The Secova Business Continuity team is responsible for maintaining the plan, testing the plan, training, and communication with all relevant personnel.

The plan will be revised based on feedback from tests as well as technology or process changes. Elements of the plan are tested once a year on a perpetual basis. Secova tests client specific delivery and resiliency at least once a year prior to the Open / Annual enrollment period.

1.14 Escalation & Communication Procedures

The escalation process internally will be as per the emergency management plan defined earlier in this document.

1.15 Business Processes Supported

Listed below are the business processes supported under this plan:-

1. Call Center Support Services
2. Online Enrollment Services
3. Dependent Eligibility Management Services
4. Premium Billing Services
5. Data / Document Processing
6. Reporting Services
7. EDI Services

1.16 Primary and Alternate locations conducting business

Primary service locations vary from customer to customer based on contractual agreements. Secova's core service centers are our Wall, NJ and Chennai, India locations. These two sites are functionally equipped with resources and infrastructure to perform as alternate sites for each other. Secova's location in Newport Beach, CA functions as an additional alternate site if Chennai, India and Wall, NJ are experiencing failures.

1.17 Event Scenarios

This Plan addresses the scenarios listed below. In the event of any of the listed scenarios, Secova will alternate from the service location in distress to one of its other service locations. Each of Secova's service centers are alternates for each other.

The following Recovery and Restoration Matrix details the current capacity of Secova on a scenario basis.

Recovery Time	Description	Recovery	Restoration
Loss of Facility Loss of Region	Functionality of an operating facility is disrupted due to a natural calamity or local incident	1. Recovery will be managed by the available two sites to ensure service delivery. This is usually enabled within 24 hours from the incident reported time. 2. Each site has enlisted temporary staff for quick ramp up to meet demand.	1. Ramping up the alternate location to manage the increased demand with trained temporary staff until the failed site is fully restored or an alternate location is made available.
Connectivity Outage	Communication Outage	1. Secova is on an MPLS network with inherent redundancies and committed SLAs by the service provider 2. All our data centers are connected through redundant links to the MPLS networks. 3. All service locations also have site-to-site VPN links as an alternative to the MPLS connectivity 4. Communication infrastructure is setup to route traffic through alternative paths. Any breakage in communication to a specific site will result in the loads being distributed to alternate locations.	
IT Outage	Loss of Data Center [, CA]	1. In the event of loss of CA Data Center (primary), telephony services will be recovered through the Wall, NJ. 2. In the event of loss of CA Data Center, the core applications and data will be recovered in three days to the Wall facility, providing a diminished level of service.	1. [Telephony] full restoration will occur when the alternate site is functional 2. Full Restoration at an alternate site will take a minimum of 3 weeks once partial recovery is complete Note: In the event of complete loss of the primary data center, Secova has arranged to restore critical systems at the Wall facility at 30% availability. Once partial recovery is complete 100% availability will occur 3 weeks thereafter.
High Absence Scenario	Chennai, India	1. All functions performed at Chennai, India are replicated either at Wall, NJ or at Newport Beach; CA. Services can continue to be provided to Secova's customers at a diminished capacity level. 2. Customer setup / configuration are handled solely out of Chennai. In the event of service interruption at Chennai, standby resources in Newport Beach and Wall can support this function at a diminished level until full service is restored.	Secova will address the root cause for the high absence (transportation, etc.) When outside of Secova's control (weather, etc.), Secova will ramp up service capability at the alternate locations until full restoration is achieved at the affected site.
High Absence Scenario	Wall, NJ	1. Virtually all functions performed at Wall are replicated either at Chennai, India or at Newport Beach; CA. Services can continue to be provided to Secova's customers at a diminished capacity level.	Secova will address the root cause for the high absence (transportation, etc.) When outside of Secova's control (weather, etc.), Secova will ramp up service capability at the alternate locations until full restoration is achieved at the affected site.

Recovery Time	Description	Recovery	Restoration
High Absence Scenario	Newport Beach, CA	1. Virtually all functions performed at Newport Beach are replicated either at Chennai, India or at Wall, NJ. Services can continue to be provided to Secova's customers at a diminished capacity level.	Secova will address the root cause for the high absence (transportation, etc.) When outside of Secova's control (weather, etc.), Secova will ramp up service capability at the alternate locations until full restoration is achieved at the affected site.