



T S A N E T

Business Continuity Plan

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General

TSANet, Inc. a Not-For-Profit Alliance of technology companies provides a collaborative relationship infrastructure to its members on a global scale. The main components of this infrastructure include the legal language and verbiage to compose the relationships (TSANet Code of Conducts and Addendums) and TSANet Connect, an Internet based system provides the ability for Members to create a case for collaborating with another Member.

Some of these relationships are considered business critical as members rely on TSANet Connect to contact other members where multi-vendor problems are present, and assistance is required to isolate and/or resolve the problem. This plan presents existing as well as proposed projects to ensure that the TSANet infrastructure remains intact in the case of personnel loss and/or network infrastructure outages and recovery processes.

This plan contains both general information as well as a disaster recovery protocol for both catastrophic and critical failure. Should any subcontractors identified in this plan become unable to perform its duties, secondary resources would be identified and hired to perform critical functions.

Communications

Each TSANet staff member has cellular telephone capabilities and MS teams' capabilities in the office and at home. In case of failure, staff members can contact each other via Email, Mobile or MS Teams.

Staff

President – Employed since July 1993, the President, under the direction of the elected Board of Directors is responsible for the overall organization including operations, financial aspects and recommendations of strategic and global initiatives of the overall industry. The President is the overall spokesman of the organization and works with the board to recommend future direction.

The Backup to the President is the Director of Strategy and Business Development.

Director of Strategy and Business Development – Working with the TSANet president and board of directors, this role is tasked with creating, communicating, executing and sustaining the organization's strategic initiatives. This role was introduced in 2012 with the goal of increasing the value of TSANet for our members and providing redundant management capabilities if needed.

The Backup to the Director of Strategy and Business Development is the President.

Manager of Finance and Administration – Employed since January 1995, the Manager of Finance and Administration is responsible for the financial operational aspects of the organization. Reporting to the President, this role has direct access over the payroll, A/R, A/P and accounting functions of the organization. The Manager of Finance and Administration is not a signatory on any bank accounts, investments or CDs. However, operating as a critical component to the overall financial health and reporting of the organization, the Manager of Finance and Administration is responsible for filing all legal tax forms. As such, this position has access to financial and employment records. This role is supported by an outside CPA firm.

The President can, as a short-term solution, take-over for the Manager of Finance and Administration and train, if necessary, a candidate or even temporary person in the main activities. Procedures for payroll and invoicing are documented.

Membership Manager – Employed since September 2007, the Membership Manager’s critical functions include member sales, communications and member relationship implementation. This is a quality control point to ensure members are correctly onboarded to the TSANet Connect System.

The critical functions of the position can be duplicated by the Marketing and Operations Manager with guidance from the President.

Marketing and Operations Manager – Employed since 2013, the Marketing Manager main areas of responsibilities are social media, blogs and digital marketing including the Public Web and lead generation activities. As the Operations Manager the main areas of responsibilities include management of Member data in both TSANet Connect, Salesforce and related systems, TSANet Connect Release Management including member feedback, quality testing and communication, and TSANet Connect Operations Management including Member onboarding, Change Management and Partner programs.

The critical functions of the position can be duplicated by the Director of Strategy and Business Development and the Membership Manager.

EMEA Senior Consultant

TSANet, employees an EMEA consultant. The main functions are to recruit, train, implement and suggest alternative plans within the region including Chairman of the EMEA and India Focus Groups.

The critical functions of the position can be duplicated by the Director of Strategy and Business Development and the Membership Manager.

Office

TSANet's office is in an urban business park (Corporate Woods) in Overland Park, KS. The office maintains 24/7 security and the building is secure with card access only after hours and on weekends. Further, a security keycard system is in place and required for entry into the office areas. A camera security surveillance system is in place and captures video on a motion detection system. . All personnel are granted access to the office complex after hours. The keycard system is on a UPS battery back-up and administrated via a cloud-based platform. The President also has key access. Personnel may contact building security if additional help is needed.

The building maintains a fire sprinkler and notification system and is requested to contact the President should any emergency occur including unplanned power outages after hours. Personnel can work from their homes should an office outage occur. All systems are now cloud based any impact to the TSANet physical office location would not result in any loss of services.

In 2020 TSANet will move to a Virtual Office environment. This strategy will increase flexibility and provide access to alternate locations as well as increased home office. This will remove any exposure of business impact from a problem at a specific physical office location.

Financial

TSANet's financial reports are compiled by the Manager of Finance and Administration and reviewed by a Certified Public Accountant on a quarterly basis. Federal and State Tax filings are compiled by the CPA and reviewed by the Programs Manager. State and Federal payroll taxes are paid via a QuickBooks Accounting Software.

TSANet has throughout its history used several methods to ensure member revenue is in a safe location and invested in an appropriate manner for a Not-For-Profit organization. The signatures on the accounts are limited to:

- President
- Elected President
- Elected Treasurer
- Elected Secretary (in some cases)

The financial accounts in place are: Account Numbers Excluded

- Operational Account – First National Bank, US Bank, Overland Park, KS Branches, Commerce Bank, Overland Park Branches
- Investments – Mutual Funds and Money Market – USbancorp, St Paul, MN
- GBP Foreign Account – TIAA, St. Louis, MO
- CD: US Bank – Overland Park, KS
- CD: Hillcrest Bank – Overland Park, KS

Legal

TSANet hires a single legal law firm in all legal matters from anti-competitive legal advice, to foreign matters, trademark and copyright law.

Internal IT Systems

TSANet uses enterprise grade cloud-based systems to manage all business functions. An overview of these systems is provided below. All services include regular backups and methods to recover as part of the service offering.

Office 365

Office 365 Business Premium plan provides all core office software and services including:

1. Office Suite (Word, Excel, PowerPoint and others)
2. Communications (Exchange Email, MS Teams Collaboration)
3. Files (SharePoint, OneDrive)
4. Other (Survey, Flows, Power BI)

Salesforce

Salesforce is used for all Member relationship functions including Marketing, Sales and Member Support. Salesforce is also used to send invoices and receive Membership dues as part of the Member sales and renewal process. The Salesforce Database is backed up and the backup files are stored on the Office 365 system.

QuickBooks Online

QuickBooks Online is the accounting software used to manage all financial aspects of TSANet.

MailChimp and Adobe Creative Cloud

MailChimp is used for outbound communications to Members. Both batch and transactional emails are supported by this service. Adobe Creative Cloud is used by the Marketing team to create content for use with both digital and printed Marketing assets.

Member IT Systems

TSANet Connect is the IT system that Members use to establish collaboration requests. An overview of the system including development environment is provided below:

Development Environment

All code is maintained in GitHub and developers make changes to the code through this system. Developers then test the code on their development environments before pushing changes to the beta site for further testing.

Hosting Environment

TSANet uses Linode <https://www.linode.com> as the hosting service for all TSANet Sites. Linode is a Tier 4, SOC Certified hosting center with an uptime of 99.99%. Linode provides a wide range of services including load balancers, managed services, security, backups and health checks.

Public Web Site: <https://tsanet.org>

The Public Web site is hosted in our primary site in Dallas.

Beta Site: <http://connect.beta.tsanet.org>

The Beta site is also hosted in our primary site in Dallas and is used to test and review changes with Members as needed. All changes to the production environment are tested in Beta before moving to production.

Production Site: <https://connect.tsanet.org>

The production site is a fully redundant load balanced environment located in the primary site in Dallas.

Disaster Recovery Site: <https://connect.backup.tsanet.org>

The backup site is in Germany and is configured as a hot standby. Using the Linode Clone Manager the site is refreshed and is able to take over as the production site in the event of an extended outage in the Dallas data center.

Recovery

TSANet staff will take the following actions in the event of an extended outage that impacts critical business functions or Member IT systems.

Internal IT Systems or Staff

1. Notify the TSANet Board of Directors.
2. If a staff Member will be out for an extended period, the backup for that role will be notified.
3. If a critical internal system, such as Salesforce or Office 365 will be out for an extended period an alternate service or manual process will be used:
 - a. **Salesforce:** Onboarding process can continue with TSANet Connect. Member renewal process can be manual, and Salesforce would be updated when back online.
 - b. **Office 365:** Critical service is email. All staff have alternate email address in other services such as Gmail that could be used if needed.

Member IT Systems - Public Website or TSANet Connect Outage

1. Notify the TSANet Board of Directors.
2. Notify impacted Members. If the Public Site is operational it will be used to communicate any outage to Member IT systems by making necessary changes to the Member Login link. If all sites are impacted an email will be sent to business managers.
3. If the Dallas Data center will be down for an extended period, the Backup site will be configured as the production site. TSANet staff will work with EKR development team to make this change.

Related Documents:

1. TSANet Connect Member Support Process: Located in Member help on the public site. Source is also located on SharePoint
2. Key Contacts: Includes Board Members and RKR development team. Located on SharePoint