

**Policy Owner:** CF - Information Technology (IT)**Approval Date:** October 01, 2017**Approver:** Javier Polit**Effective Date:** October 01, 2017**Contact:** Willah Magbanua**Scope:** Global

## IT Continuity Policy

### 1.0 Intent

Complementing its Business Continuity Policy (BCP), P&G is committed to mitigating the risks potentially impacting Information Technology (IT) services that have high impact on some of the Company's most critical business processes. In the event of a major IT disruption or disaster, IT continuity capabilities (such as high availability solutions) are intended to minimize any potential business impact

### 2.0 Scope

This policy applies to all P&G organizations and individuals owning IT services (including all the IT components) such as facilities, utilities, infrastructure (network, server and database), platforms (operating systems), and applications, inclusive of those that may be partially or fully outsourced to a third party.

### 3.0 Policy Requirements

IT resiliency and recovery capabilities [Operational Recovery (OR) and Disaster Recovery (DR)] must be planned, implemented, maintained, and routinely exercised to enable the recovery of IT services within the parameters of the recovery objectives [Recovery Time Objective (RTO) and Recovery Point Objective (RPO)]. RTO and RPO is defined by an analysis of the impact on the business if the IT service is not available within the required period of time or parameters.

### 4.0 Definitions

Recovery Time Objective (RTO)	Maximum acceptable length of time for the recovery of IT services in case of a disruption.
Recovery Point Objective (RPO)	Maximum acceptable data loss. This is the point in time or process point at which data must be recovered in case of a disruption.
Operational Recovery (OR)	Impacted IT services are recovered within its primary location and does not require a disaster declaration. Operational Recovery is addressing the recovery of one or a few IT components.
Disaster Recovery (DR)	Impacted IT services (including the recovery of an entire data center) are recovered in an offsite location other than its primary location. Disaster Recovery is triggered based on various considerations, including the business impact of the specific incident, and it is declared by the Business Continuity Leader.
Information Technology (IT)	The use of computing technology for the storage, creation, communication, processing or securing of data and information. The technology typically includes computers, telecommunications, video display technologies, applications, software and other physical devices. The information may include data, voice, images, video, etc. Information technology is often used to support business processes through IT services.

### 5.0 References

- NIST 800-34
- ISO 22301