



## FinalForms Business Continuity Program (Updated)

### 1. Purpose

This Business Continuity Plan (BCP) outlines the procedures and processes to ensure the continuous operation of FinalForms during and after significant disruptions, such as data breaches, cyberattacks, natural disasters, and IT system failures. The goal is to minimize downtime, protect critical data, and maintain trust with schools and users.

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### 2. Business Impact Analysis (BIA)

#### Critical Functions and Services

FinalForms provides essential services in:

- Data collection, verification, and distribution.
- Online registration for students in schools and sports programs.

#### Impact of Disruptions

- **Operational:** Inability to enroll students or register for activities, potentially leaving parents or guardians in difficult situations or leaving children unsupervised.
  - **Financial:** Loss of annual or seasonal billing, costing millions of dollars.
  - **Reputational:** Damage to the reputation of FinalForms within the K12 sector and to schools within their communities.
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### 3. Risk and Threat Assessment

#### Identified Risks

- Data breaches
- Phishing attacks
- Ransomware
- Unauthorized access
- Distributed Denial-of-Service (DDoS) attacks

#### Mitigation Strategies

- Regular cybersecurity audits
- Multi-factor authentication
- Ongoing staff training on phishing and cyberattack prevention
- Redundant cloud services (AWS)

## **4. Recovery Priorities**

### **Top Recovery Goals**

- Immediate restoration of access to critical student data, including emergency medical information.

### **Recovery Time Objective (RTO)**

- As quickly as commercially possible, prioritizing minimum downtime.

### **Recovery Point Objective (RPO)**

- Zero tolerance for data loss. All systems must ensure that real-time backups are maintained and secured.
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## **5. IT and Data Backup**

### **Data Backup Procedures**

- Backups are performed in real-time and stored off-site through Amazon Web Services (AWS), with all data encrypted.
- AWS cloud infrastructure provides redundancy and high availability in case of hardware or software failures.

### **Disaster Recovery**

- AWS's disaster recovery mechanisms ensure continuity, including multiple geographically dispersed data centers and automatic failover capabilities.
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## **6. Team Structure and Responsibilities**

### **Business Continuity Team**

1. **Clay Burnett (CEO):**
  - Responsible for internal and external communication.
2. **Macklin Chaffee (CTO):**
  - Leads systems recovery and service restoration efforts.
3. **Griffith Chaffee (CSO):**
  - Oversees data security, assesses damages, and coordinates risk mitigation efforts.

### **External Partners or Vendors**



- None currently involved in the business continuity plan.
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## 7. Communication Plan

### Internal and External Communications

- **Primary Method:** Email communication for both internal teams and external stakeholders (schools, partners).
  - **Backups:** A secondary communication plan needs to be developed in case primary email systems are unavailable. This could involve setting up a secure, cloud-based communication tool, such as Slack or Zoom.
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## 8. Plan Testing and Maintenance

### Annual Review and Testing

- The Business Continuity Plan will be reviewed and updated annually by the executive team.
- FinalForms will conduct an annual simulation or mock disaster drill to test the effectiveness of the BCP and train staff in emergency response procedures.

### Continuous Improvement

- After each test or incident, lessons learned will be documented, and the plan will be updated as necessary to incorporate improvements in technology, processes, and team responsibilities.
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## 9. Contact Information

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## 10. Document Control and Versioning

- Version 1.0, dated 10/22/2024
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This BCP is essential to ensuring that FinalForms can recover from any disruption as swiftly as possible while maintaining data integrity, operational efficiency, and customer trust.