AVAILABILITY POLICY

CHANGE HISTORY

Date	Version	Created by	Approved By	Description of change
08/10/2024	1.0	Bharath S	Ashwin Khosla	Basic document outline and submitted for review

Purpose

The purpose of this policy is to outline the measures put in place by Veranda Learning to ensure the Availability of the Veranda Learning's information systems to its customers as per the defined SLAs.

Scope

This policy applies to following

- Information systems
- Support personnel
- Third-party vendors

Background

Veranda Learning intends to reduce the duration of unexpected or unplanned downtime of information systems for its customer. This policy outlines the procedures put in place to ensure that the systems are available as per the promised SLAs to the customers. This policy also outlines the measures put in place for increased system redundancy and improved failover mechanisms to fulfill customers' availability SLAs

Policy

Defining Availability

All Information systems have defined, documented, and agreed upon SLAs for availability for all customers.

TODO PROVIDE AVAILABILITY SLAs FOR YOUR PRODUCT OFFERINGS OR A REFERENCE TO YOUR CUSTOMER SLA Document

Unique availability SLAs for customers are documented and agreed upon formally in writing.

TODO PROVIDE AVAILABILITY SLAs FOR SPECIFIC CUSTOMERS AND OFFERINGS

Ensuring Availability

- All critical systems must have redundant databases.
- Tests of backup data must be conducted twice per year.
- Tests of configurations must be conducted twice per year.
- Backups and associated media must be maintained for a minimum of thirty (30) days and retained for at least one (1) year or per legal and regulatory requirements.
- Load balancers must be used in all production systems to increase redundancy and failover protection.
- The network infrastructure that supports critical resources must have system-level redundancy (including but not limited to a secondary power supply, backup disk array, and secondary computing system).
- Critical core components (including but not limited to routers, switches, and other devices linked to Service Level Agreements (SLAs)) must have an actively maintained spare. SLAs require parts replacement within twenty-four (24) hours.
- Servers that support critical resources have redundant power supplies and network interface cards.

Communication of failures

- System and network failures must be monitored in real-time and immediately reported to designated IT support personnel.
- Customers must be notified of scheduled outages (e.g., system maintenance) that require periods of downtime. This notification must specify the date and time of the system maintenance, expected duration, and anticipated system or service resumption time.
- Company or critical external personnel must be notified about their duties during the downtimes.
- Specific responsibilities and tasks for responding to emergencies and resuming business operations must be included in the outage plan.

Enforcement

Availability policy is enforced by the Customer Success team along with the Operation Manage. Exceptions are allowed upon formal approval from the customer success team

Non- Compliance

Violations of the policy may subject employees to disciplinary action, including removal of privilege to the systems, up to and including termination of employment. Sanctions for non-compliance may include, but are not limited to, one or more of the following:

- Disciplinary action according to applicable Veranda Learning policies.

- Termination of employment.

- Legal action according to applicable laws and contractual agreements.

Validity and Document Management

The owner of this document is the management, who must check and, if necessary, update the document at least once every 12 months.