



Service BIA: [JEM - Commercial](#) SVC: <https://jira.rim.net/browse/SVC-2217>

The following information is for executive review and is an extract from the above-linked Service BIA in One Trust

3.1 Who is impacted by the unavailability of this service? (Multiple selections allowed) *	Customers
3.2 What are the impacts of unavailability of this service? (Multiple selections allowed) *	Financial, Reputation, Service Quality and Satisfaction
3.3 When will financial impact begin in the event this service becomes unavailable? (Single selection allowed) *	0 - 4 hours
3.5 When would BlackBerry's reputation impact begin in the event this service becomes unavailable? (Single selection allowed) *	0 - 4 hours
3.8 When would service quality and satisfaction impact begin in the event this service becomes unavailable? (Single selection allowed) *	0 - 4 hours
4.1 How will availability for this service be assured? (Single selection allowed)	Cloud based region - Cloud based region
4.2 Select if this service is configured as Active - Active or Active - Passive (Single selection allowed) *	Active-Passive
4.3 Identify where this service is hosted (Multiple selections allowed) *	Public Cloud
4.6 Public Cloud Primary Locations (Multiple selections allowed) *	az-northeurope-az-canadaeast-az-eastus2-az-southeastasia
4.7 Public Cloud Secondary (Failover) Locations (Multiple selections allowed) (Justification allowed)	az-centralus-az-westeuropa-az-eastasia-az-canadacentral
5.1 What is the Maximum Tolerable Outage (MTO) for this service? (Single selection allowed) *	4 hr



5.2 What is the Recovery Time Objective (RTO) for this service? (Single selection allowed) *	180 min (3 hr)
5.3 What is the Recovery Point Objective (RPO) for this service? (Single selection allowed) *	1440 min (24 hr)
5.4 What is the availability target for this service? (Single selection allowed)	99.9%
6.1 Is this service monitored? (Single selection allowed) *	Yes
6.2 Who monitors this service? (Multiple selections allowed) (Justification allowed) *	Network Operations Centre (NOC)
6.3 Is there an agreement for application / dev / third party on-call support? (Single selection allowed) (Justification allowed) *	[REDACTED]
6.4 Is there an agreement for Service Reliability Engineering (SRE) / Operations team on-call support? (Single selection allowed) (Justification allowed) *	Yes – SRE Team On-call schedule
7.2 Identify what data is backed up (Multiple selections allowed) (Justification allowed) *	Application - All data contained in application databases (Postgres)
7.8 Where are the APPLICATION DATA backups being stored? (Single selection allowed) (Justification allowed) *	Public Cloud
7.9 Are the APPLICATION DATA backups separated physically and logically from the primary instance? (Single selection allowed) (Justification allowed) *	[REDACTED]
7.10 Are the APPLICATION DATA backups protected against modification or deletion from the perspective of the system being backed up? (Single selection allowed) (Justification allowed) *	Yes



7.11 What is the retention period of the APPLICATION DATA backups? *	[REDACTED]
7.12 What is the frequency and interval of the APPLICATION DATA backups? The frequency should align to the RPO (Recovery Point Objective). *	[REDACTED]
8.1 Select the Service Tier (Single selection allowed) (Justification allowed) (Justification required) *	Tier 1- Based on maximum tolerable downtime calculation and contract provisions.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]