



Service BIA: [SecuSuite for Government](#)

SVC: <https://jira.rim.net/browse/SVC-1894>

The following information is for executive review and is an extract from the above-linked Service Business Impact Assessment (BIA) in One Trust .

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BIA Summary:

3.1 Who is impacted by the unavailability of this service?	Customers, Internal Operations, Partners
3.2 What are the impacts of unavailability of this service?	Reputation, Internal Operations
3.5 When would BlackBerry's reputation impact begin in the event this service becomes unavailable?	> 12 hours
3.6 When would internal operations impacts begin in the event this service becomes unavailable?	> 12 hours
4.1 What is the Recovery Time Objective (RTO) for this service?	30 minutes
4.3 What is the Maximum Tolerable Downtime (MTD) for this service?	12 hours
4.2 What is the Recovery Point Objective (RPO) for this service?	5 minutes
4.1 What is the Service Tier?	Tier 3
6.1 What is the Data Tier?	Tier A
5.1 How will availability for this service be assured?	Cloud based region - Cloud based region
5.2 How is the service configured?	Active-Passive
5.6 Public Cloud Primary Locations	az-canadacentral
5.7 Public Cloud Secondary (Failover) Locations	az-canadaeast



7.4 Are the CONFIGURATION DATA backups logically separated from the primary instance?	Yes
7.5 Are the CONFIGURATION DATA backups physically separated (air-gapped) from the primary instance?	Yes
7.6 Are the CONFIGURATION DATA backups protected against modification or deletion from the perspective of the system being backed up?	Yes
7.8 Are the APPLICATION DATA backups logically separated from the primary instance?	Yes
7.9 Are the APPLICATION DATA backups physically separated (air-gapped) from the primary instance?	Yes
7.10 Are the APPLICATION DATA backups protected against modification or deletion from the perspective of the system being backed up?	Yes
7.12 Are the USER DATA backups logically separated from the primary instance?	Yes
7.13 Are the USER DATA backups physically separated (air-gapped) from the primary instance?	Yes
7.14 Are the USER DATA backups protected against modification or deletion from the perspective of the system being backed up?	Yes
6.1 Is this service monitored?	Yes
6.2 Who monitors this service?	NOC
6.3 Is there an agreement for application / dev / third party on-call support?	██████████
6.4 Is there an agreement for Service Reliability Engineering (SRE) / Operations team on-call support?	██████████