



Service BIA: [AtHoc \(Federal\)](#)

SVC: <https://jira.rim.net/browse/SVC-3450>

The following information is for executive review and is an extract from the above-linked Service Business Impact Assessment (BIA) in One Trust completed in July 2025

Presented to: **Jesse Harold, Senior Vice President and CIO/CISO**  
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[Redacted content]

BIA Summary:

2.1 Who is impacted by the unavailability of this service?	Customers
2.2 What are the impacts of unavailability of this service? (	Financial, Reputation, Health & Safety
2.3 When will financial impact begin in the event this service becomes unavailable?	> 12 hours
2.5 When would BlackBerry's reputation impact begin in the event this service becomes unavailable?	4-8 hours
2.7 When would health and safety implications begin in the event this service becomes unavailable?	0-4 hours
3.2 What is the Recovery Time Objective (RTO) for this service?	30 minutes
3.3 What is the Work Recovery Time (WRT) to fully restore the service and data?	30 minutes
3.4 What is the Maximum Tolerable Downtime (MTD) for this service?	60 minutes
3.5 What is the Recovery Point Objective (RPO) for this service?	15 minutes
4.1 What is the Service Tier?	Tier 1
5.1 What is the Data Tier?	Tier A
6.2 How will availability for this service be assured?	Cloud based region - Cloud based region



6.3 How is the service configured?	Active-Passive
6.7 Public Cloud Primary Locations	aws-us-gov-west-1
6.8 Public Cloud Secondary (Failover) Locations	aws-us-gov-east-1
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?	[REDACTED]
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?	[REDACTED]
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?	[REDACTED]
7.14 Are the USER DATA backups protected against modification or deletion from the perspective of the system being backed up?	Yes
10.1 Is this service monitored?	Yes
10.2 Who monitors this service?	NOC and SRE direct and AtHoc customer support team
10.3 Is there an agreement for application / dev / third party on-call support?	For US instance SRE escalates to AtHoc Customer support which can reach out to Product Engineers
10.4 Is there an agreement for Service Reliability Engineering (SRE) / Operations team on-call support?	SRE Team and AHoc support both provide on call support