Business Continuity for IDPH/Salesforce Systems Outage

Objectives

The capability to continue essential service functions of your manufacturing or dispensary operation during a system outage. The objectives are:

- Provide immediate contacts for IDPH and BioMauris to report outage
- Ensure essential functions/operations continue during a system outage
- Mitigate or reduce impact of interruption of service to operations
- Establish manual processes to conduct business during an outage
- Establish procedures to record transactions that occurred manually during the outage
- Achieve efficient recovery from an outage and resume full service

Reporting an outage

If your point of sale system, manufacturing system or customer validation systems fail for any reason, please report this service interruption immediately to the following organizations/people:

Organization/Role	Contact Name	Contact Email	Contact Phone
BioMauris System Administrator	Kelly Pedrick	kpedrick@biomauris.com	541-788-3698
BioMauris Support	Scott Feldstein	sfeldstein@biomauris.com	480-257-6515
IDPH Program Manager	Owen Parker	owen.parker@idph.iowa.gov	319-296-8809
IDPH Project Manager	Doug Cretsinger	doug.cretsinger@idph.iowa.gov	515-321-6553

Essential functions

The following functions provided should be identified when you report an outage:

- Ability to complete a sales transaction on point of sale system
- Ability to perform manufacturing operation for cultivation, harvest, extraction or packaging
- Ability to create, deliver or accept a transfer
- Ability to look up a customer to verify cardholder status and expiration date
- Any other functions that you are unable to perform that are essential to business

Mitigating or reducing impact from an outage

As most outages will be temporary in nature, it is important to suspend non-essential activities until the system is recovered and operational. There will be some transactions that must continue as they are essential functions as outlined above. Those critical functions will have no data backup or recovery until they are entered in the system, so it is prudent to determine what can be deferred until system recovery.

Manual Recording

To continue operations while systems are down, you will need a manual recording system to capture the same information you capture when the system is up:

- Sales transactions, including product labels and receipts
- Manufacturing transactions in cultivation, harvest, extraction and packaging functions
- Transfers – manifest creation, delivery and acceptance transactions
- Customer verification – can continue with physical card verification only if system is down
- Other essential system transactions as required

After Return to Service

You will need to record all transactions that occurred while the system was down when it becomes available again.

- Enter all transactions from manual records maintained during outage
- Record any notes on transactions to indicate this was generated after an outage
- When looking up these transactions in the system you should be able to determine all details of the transaction that occurred when the system was down
- Ensure inventory reconciles to these records at next reconciliation

What to expect from BioMauris/IDPH during an outage

We will keep you closely apprised of the estimated time to recover when this information is known.

- Salesforce maintains a website for all outages at https://trust.salesforce.com/en/ which has the latest information about an outage
- BioMauris provides 24/7 service to recover systems when they go down
- IDPH also is on call 24/7 to assist with any systems outage
- We will communicate initial interruption notice and systems/functions impacted
- We will communicate with all licensees no less than every hour during an outage
- We will communicate final recovery notice and next steps to complete recovery

Routine BioMauris Support

Telephone Support

BioMauris LLC: 888-552-9769

BioMauris support is available M - F 8:00 - 5:00 PST. Emergency issues and outage calls are answered 24/7. For Emergency issues please call your primary BioMauris contact directly.

Calls will normally be answered by a triage agent, who will document the case and route it to the appropriate support team for a response to customer. Most technical support issues are resolved by BioMauris. If an issue requires Salesforce technical support BioMauris will work with the SalesForce support team to create and manage the case.

Submitting a Support Ticket

You can call to submit a case or fill out a simple form at http://biomauris.com/support

Users will be asked to provide their company name and contact information, and each case will be assigned a unique case number. For assistance with user password resets, users should use the "Forgot your password?" link on the login page or contact your system administrator. For assistance with Salesforce usernames and lockouts, users should contact their customer system administrator.

Please use the following severity level guide when submitting your support ticket:
Issues will be categorized and handled according to an assigned severity level.
The case severity level is selected by the user at time of case submission, and will be updated
by BioMauris or Salesforce as follows:

Severity Level Descriptions

Level 1 – Critical: Response within 1 hour
We recommend that you call for Level 1 issues.
Description: Critical production issue affecting all users, including system unavailability and data
integrity issues with no workaround available.

Level 2 – Urgent: Response within 4 hours
Description: Major functionality is impacted, or performance is significantly degraded. Issue is
persistent and affects many users and/or major functionality. No reasonable workaround is available.
Also includes time-sensitive requests such as requests for feature activation or a data export.

Level 3 – High: Response within 8 hours
Description: System performance issue or bug affecting some but not all users. Short-term workaround
is available, but not scalable.

Level 4 – Medium: Response within 1 Business Day
Description: Inquiry regarding a routine technical issue; information requested on application
capabilities, navigation, installation or configuration; bug affecting a small number of users. Reasonable
workaround available.