

**Noble Software Group****Written by: Aaron Picton, Chief Financial Officer****April 4, 2012****Policy and Procedure Manual Subject: 2.0 COMMUNICATIONS AND TRACKING FOR MAJOR SERVICE DISRUPTION EVENTS****Effective: April 4, 2012****1. Policy Purpose**

This policy has been established to ensure that employees of the Noble Software Group are providing effective communication and taking necessary steps to track pertinent information in the event that we have a service disruption or security breach that seriously impacts users of Noble systems.

**2. Policy Scope**

This policy covers any event where the any employee determines that a service disruption or security incident is impacting users to the degree that warrants formalized event controls. Any security incident regarding suspected unauthorized access to data is automatically assumed to meet these criteria. Once an event has been assigned an event number, all policies and procedures are to be followed by all employees who are assigned a role in resolving the service disruption. Managers are responsible to make sure their employees are trained in the procedures and are adhering to the policy.

**3. Definitions**

- a. **Event Tracking:** The SharePoint log that contains an entry for each service disruption that is given an event number. The Event Log contains a control number, a description of the service disruption, the Noble Point of Contact and customer point(s) of contact.
- b. **Service Disruption:** An event where the delivery of an IT provided service is unavailable; is experiencing intermittent problems; or is not functioning properly.
- c. **Security Incident:** Any event involving the actual or suspected unauthorized access to any data, networks, or systems controlled by Noble.
- d. Throughout this policy the word "event" will be used interchangeable with service disruption and security incident. Ambiguity will be resolved by specific reference when needed.

**4. Policy Description**

This policy covers all of the activities necessary to ensure that procedures in the following areas are adhered to:

- Communications
- Event Tracking
- Post Event Meeting

**5. Policy Procedures****a. Communications****i. Internal**

It is imperative that a communication structure be established to ensure that Noble Employees are sharing information on a regular basis to avoid duplication of efforts,

misunderstandings, dissemination of misinformation, and ineffective turn over between shifts.

ii. Customers

It is imperative that affected customers are provided information and that the following needs are addressed:

1. Noble needs to keep an up-to-date list of assigned customer contacts.
2. Noble needs to communicate as soon as possible and often.
3. Noble needs to let customers know how to get information during an event.

iii. Single Point of Contact

1. Information Technology

- a. As soon as an event has been assigned a number, the manager responsible for the area that has the “key” component involved in an event becomes the Noble Single Point of Contact for the incident. He or she is responsible to communicate early and often.
- b. If the manager is not available, the next level of report for the area is point of contact. Example: If the primary cause of the outage is a server down, the manager responsible for servers becomes the IT Single Point of Contact.
- c. The Single Point of Contact is to send out an e-mail to **all Noble employees** announcing they are the single point of contact, the Event Number, a description of the event, staff being assigned to participate in the event, and advising that they are the Single Point of Contact.
- d. All employees are to direct communications through this single point of contact. This includes employees that are not “assigned” to participate, but become aware of information that could relate to the event. The Single Point of Contact is to be copied on **all** communications related to the incident.
- e. All employees assigned to the event are required to make sure they are no longer needed and provide turn over information before they are to leave work during an event. The information can be verbally provided to the Noble Single Point of Contact, but must also be entered into the bug tracking system.

2. Affected Customer(s)

- a. At the onset of an event and at frequent intervals; the customer or multiple customers being impacted by the service disruption will be contacted by the Noble Single Point of Contact. The Noble Single Point of Contact will use the list discussed in item 3 below.
- b. As a default the Customer Contact for the customer(s) will be included in all communication.
- c. The Client Representative for a customer will work with customers to keep the list current for who the customer wants assigned to the role as **Single Point of Contact** for an event.

3. Brainstorm/Status Meetings

- a. As deemed necessary, it is the responsibility of the Noble Single Point of Contact to call meetings. They are also responsible to determine who needs to be in attendance at each meeting.
  - b. Event Tracking
    - i. SharePoint Event Tracking

The Noble Single Point of Contact for an event is to make an entry in the SharePoint Event Tracking list. The Management Team will use this to evaluate the frequency and types of events that occur, to become better prepared to handle future events.
  - c. Post Event Meeting

A Post Event Meeting will be scheduled by the manager most closely related to the event within three working days after the conclusion of the event. All employees that were included in the event will attend to evaluate what went well, and not so well, during the event. Items that need improvement will be followed up on and will be a part of future event strategies. Items will also be used to influence policies and procedures.
6. Exceptions for security events
  - a. Any engineer, if unable to contact a manager in an acceptable period of time, may, at his or her sole discretion, remove access to a service in order to maintain the confidentiality and integrity of customer data. Such activities will be reviewed for appropriateness given event circumstances and will be viewed with a mindfulness of the information available at the time of the decision. Such authority does not preclude enforcement of this policy should poor judgment have been found to be utilized.
7. Enforcement

A violation of these policies and procedures shall be grounds for discipline, as provided for in the Noble Personnel Manual.