



The Voice of Your Customer

2516 Park Avenue, Cincinnati, OH 45206

(513) 281-3228

info@thevoiceofyourcustomer.com – www.thevoiceofyourcustomer.com

Disaster Recovery Policy and Testing Procedures

The Voice of Your Customer is committed to fulfilling our obligations to our customers, subcontractors and employees by ensuring that a Disaster Recovery Program is in place and tested sufficiently to ensure that we are able to continue our work and secure our revenues in the event of a disaster.

Our Executive Leadership Team provides direction and support to the IT Support Services Team and the business unit managers in the development and testing of our Disaster Recovery Program. Our Executive Leadership Team is also responsible for securing an alternate work site in the event that one or more of our office locations are affected by a disaster.

Our IT Support Services Team manages the disaster recovery services for our office equipment, software and electronic data files. Our IT Support Services Team has partnered with each business unit manager to document the allowable loss that can be tolerated after a disaster. Our IT Support Services Team, in partnership with each business unit manager, is responsible for testing the recovery of our office equipment, software and electronic data files on a semi-annual basis.

Each business unit manager shall be responsible for developing and maintaining business continuity capabilities to minimize loss after a disaster. In addition, each business unit manager is responsible for documenting the impact on the organization should their business unit be unable to operate. Each business unit manager, in partnership with our IT Support Services Team, is also responsible for testing resumption of business on a semi-annual basis.

In the event of a disaster, each business unit manager will be responsible for communicating changes in procedures to their employees and subcontractors. Our Sales and Marketing Team will be responsible for communicating changes in procedures to our customers and the media.

Crystal L. Kendrick, President
14 May 2009



Do you offer EXCEPTIONAL customer experiences...or simply good products and services?