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# Citrix Cloud Business Continuity Overview

## Business Continuity Overview

Citrix has distributed Site Reliability staff that have 24x7 service responsibility of delivering highly available of Citrix Cloud services. This includes rapid recovery and timely restoration of services and maintaining business critical operations before, during, and after a wide range of disaster events, as well as limiting the impact to customers and the productivity of end users.

## Business Continuity Planning Process and Team Structure

The Site Reliability staff conducts periodic Business Continuity planning to develop Disaster Recovery and Business Continuity plans for each of Citrix Cloud services and teams globally. The outcome of this planning is analyzed, and recovery strategies are developed ensuring Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) of systems recovery are met as well as the recovery of critical business processes.

The Site Reliability staff are distributed across smaller global teams that are activated for Business Continuity planning purposes and incident response and recovery when situations arise. The team is geographically distributed across the United States, United Kingdom, Greece, India, and China and collaborate to drive Disaster Recovery processes regardless of impacted regions.

## Disaster Recovery Overview

### Recovery Strategy

Citrix Cloud services leverage multiple regions and datacenters in multiple public cloud providers across the globe. Our service availability and operational resilience strategies leverage the capabilities of this multi-regional global resource pool (compliant to local regulations where needed).

### DR Testing

A Cloud Services Disaster Recovery Plan has been developed and is tested on a regular basis by our Site Reliability staff. These exercises validate a range of resiliency and recovery capabilities at service, data, and network levels. The Disaster Recovery and Business Continuity plans are consistently updated based on feedback from these periodic tests, business requirements, and regular cyclical program activities as defined in the Citrix Business Continuity and Disaster Recovery Standard.

Furthermore, the Site Reliability personnel conducting tests are rotated with each exercise ensuring multiple subject matter experts are adequately trained on recovery processes. Change Management is tightly integrated with the Disaster Recovery Program resulting in a predictable and regularly validated plan.

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## Disaster Recovery Operations and Architecture

Citrix prioritizes high availability (HA) and resiliency over recovery. Emphasizing an "always on" strategy minimizes outages in the most common scenarios allowing for automatic recovery of failed services. Leveraging multiple datacenters in this resiliency strategy protects from the most common failures at a component, server, network, or datacenter level. The Disaster Recovery plan also covers traditional failover to alternate environments as necessary.

Citrix prioritizes system and data recovery to minimize possible downtime and maximize data recoverability.  Recovery solutions are architected to meet multiple failure scenarios ranging in scope of data corruption to the failure of an entire datacenter.  Citrix is constantly evaluating and improving the resiliency of all components throughout our platform to help ensure the highest availability while ensuring the most thorough recovery in the event of failures.

The architecture of the underlying services that make-up the Citrix Cloud services are capable of handling multiple in-service failures. Data backup polices and repositories are selected based on criticality and frequency of change of the data. The Site Reliability staff perform backups of customer configuration into appropriately designated repositories. The Site Reliability staff also leverages a combination of automation tools, run books, and Standard Operating Procedures (SOP) to expedite the recovery process.

## Service Level Agreement

Citrix Cloud Services are designed using industry best practices to achieve cloud scale and a high degree of service availability. Additional details on Service Level Agreements are documented at - https://docs.citrix.com/en-us/citrix-cloud/overview/service-level-agreement.html

Citrix actively monitors and communicates our performance against this agreement at http://status.cloud.com/