



Article #: 030039	Date: 15 November 2011
Article Name: Evaluation question #39: Registry Continuity	AGB Reference: Specification 6 of the Registry Agreement
Version #: v01	Category: Supplemental Notes

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## **1. SUPPLEMENTAL NOTES**

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1.1 Applicants should identify any vital business functions aside from the critical registry functions defined in section 6 of Specification 10 of the Registry Agreement.

### **2. QUESTION TEXT:**

Describe how the applicant will comply with registry continuity obligations as described in Specification 6 (section 3) to the registry agreement. This includes conducting registry operations using diverse, redundant servers to ensure continued operation of critical functions in the case of technical failure.

Describe resourcing plans for the initial implementation of, and ongoing maintenance for, this aspect of the criteria (number and description of personnel roles allocated to this area).

The response should include, but is not limited to, the following elements of the business continuity plan:

- Identification of risks and threats to compliance with registry continuity obligations;
- Identification and definitions of vital business functions (which may include registry services beyond the five critical registry functions) versus other registry functions and supporting operations and technology;
- Definitions of Recovery Point Objectives and Recovery Time Objective; and
- Descriptions of testing plans to promote compliance with relevant obligations.

To be eligible for a score of 2, answers must also include:

- A highly detailed plan that provides for leading practice levels of availability; and
- Evidence of concrete steps such as a contract with a backup provider (in addition to any currently designated service operator) or a maintained hot site.

A complete answer is expected to be no more than 15 pages.



### 3. BEST PRACTICE SUGGESTIONS:

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3.1 Applicants should read each evaluation question in its entirety, including the notes, criteria, and scoring text. The answer should address all criteria specified, and include detailed rationale demonstrating a thorough understanding of the criteria (i.e., show your work).

3.2 If acronyms are used, applicants should spell out the first instance, even if the acronyms represent a common term/product/service.

3.3 Applicants proposing to outsource a function or functions of their registry operations must address all criteria specified in each relevant question, and include detailed rationale demonstrating a thorough understanding of the criteria (i.e., show your work).

3.4 Simply providing a Curriculum Vitae (CVs/resume) will not be considered as demonstrating technical/operational capabilities nor does it necessarily establish “proof” that resources are on hand. The applicant should provide a detailed explanation of the resourcing plan and should including areas such as the resources required to manage/run a function, the skillset required, the hiring schedule, and so on. CVs may be used to augment this proposed resourcing plan.

3.5 If a policy/procedure is referenced in an answer, applicants should provide a summary of such policy/procedure. Applicants should not attach copies of the referenced policy/procedure, unless specifically requested.

3.6 If the applicant proposes custom developed software, the applicant should clarify the scope and the extent of the customization including the software development process. This clarification is meant to help evaluation panels understand the integrity of the customized software.

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