Business Continuity Overview

Citrix Business Continuity goals include maintaining business-critical functions and services during and after a wide range of disruptive events, as well as limiting the impact a major event has on our customers, operations and overall company well-being. Our purpose is to ensure rapid recovery and timely resumption of company operations to protect employees, customers, shareholders, and Citrix reputation.

Business Continuity Planning Program

The Citrix Business Continuity Program operates globally and spans across every line of business. Each business is taken through a lifecycle of events to ensure it has been properly analyzed, measured, documented and ultimate resiliency tested.

Analysis Define business functions, operating requirements, business topology and the impact of being unavailable over time.

Risk Assess Analyze various data points and status of historical risks to identify shortcomings in recoverability

Strategy Selection Choosing appropriate recovery actions based on the risks, operating model and capabilities of the business

Plan Development Document recovery strategies, assigning roles and prioritize actions

Test & Maintain Execute the documented recovery strategies and procedures. Remediate issues encountered during testing or track to closure. Tests are conducted annually.

Business Continuity Team Structure

A Business Continuity Program Management structure is in place that includes a dedicated full-time team with a focus on Incident Response and Business Continuity. The dedicated Business Continuity staff responsible for the program are certified, involved in industry conferences and participate in events that facilitate continuous learning within the discipline. Regional Citrix liaisons are assigned and tasked with coordinating between the Business Continuity Management staff and local management within each region.

Incident Response Team

During a major event, Citrix activates its Incident Response Team (IRT) to execute any of its various plans. The IRT is made up of smaller teams that have specific roles in the recovery process. The core team mission is to provide overall direction in responding to any event and enabling business while ensuring staff safety.

Global Security Risk Services (GSRS) Team
- Provides overall recovery/preparation direction and monitoring
- Escalates alert levels to all team members
- Ensures the appropriate and adequate disaster response
- Facilitates communication with the Executive Leadership Team (ELT)
- Secures the building(s), grounds and provides entry points before during and after a disaster

Business Continuity and Disaster Recovery Team
- Makes up a subset of the GSRS team
- Makes necessary arrangements to implement disaster business operations following the business plan for each unit
- Ensures recovery strategies are defined, documented and tested for each business function and technology platform
- Responds to events as organizational leaders tasked with advising the IRT of priorities, recovery recommendations and business level communications

Support Teams
- Corporate Communications speaks to all parties including but not limited to: Employees, GEO's, Vendors, Public service agencies, Customers and vendors
- Legal and compliance team guides in sensitive recovery matters as well as perform an overall advisory role
- Human Resources ensures staffing and people expectations are always met
- Facilities and Real Estate performs ground zero actions such as site preparation and damage assessments
- Finance oversees the financial implications of recovery impacts and efforts

Exercises and Testing

Exercises are conducted annually to ensure plans are kept up to date and the teams are familiar with the response and recovery processes. Each business is required to test based on the level of maturity and overall criticality of its plan. Some regions are more susceptible to specific threats than others are so exercises are tailored with various scenarios in mind. For example, the Citrix global HQ is located in South Florida so a severe weather scenario themed exercise is conducted annually.

![Citrix logo]

Disaster Recovery Overview

The Disaster Recovery program is a global program that oversees the creation and implementation of resiliency requirements of technology solutions. The program operates as a life cycle of events that continually analyze, implement and test Citrix's ability to recover technology across various impactful scenarios.

Analysis Define application, system and service recovery requirements based on business and client needs (BIA)

Gap Analysis Analyze recovery needs and available/in-place solutions to identify shortcomings in recoverability as risks

Risk Remediation Choosing and implementing appropriate recovery technology and process to meet business and client needs

Plan Development Document the recovery strategies, recovery expectations and resources including assigning roles and recovery actions in the DR plan

Test & Maintain Exercise the DR plan remediating issues encountered during testing and documenting recovery capability. Unresolved issues are tracked to closure. Tests are conducted at least annually.

Strategies

Operational resilience strategies have been developed which utilize Citrix's US West datacenter to conduct production processing in the event of a disaster or major outage. Citrix operates four data centers worldwide as well as manages the availability of many products and services in cloud infrastructures. All Enterprise applications are hosted in the corporate Tier-IV datacenter located in Miami, Florida and delivered to business users globally via Citrix XenApp. Regional data centers host a small amount of distributed infrastructure and regional applications where necessary, which are also delivered using Citrix XenApp. Multiple cloud infrastructures are in place to host and deliver Citrix's cloud base products to its customers.

Regardless of infrastructure, business-critical data and operations are replicated in such a way that geographical specific incidents are mitigated through multiple replication strategies ranging from real-time to daily snapshots. We are ready to failover all business-critical applications with little to no impacts to our end users.

Based on our global presence, Citrix uses the follow the sun framework for areas such as Tech Support and Customer Care. Utilizing this framework daily provides us with the ability to reroute mission-critical services to an alternate location.

DR Testing

Disaster Recovery Plans have been developed and are tested at least annually. Typically, quarterly exercises are conducted of at minimum a subset of products and services exceeding the industry norm of one large annual test. These exercises involve the restoration of critical production processing using the backup/secondary data centers, availability zones or geographically dispersed cloud infrastructures.

Our Disaster Recovery Test Team is rotated with each quarterly test ensuring multiple personnel is adequately trained regarding our recovery processes. Change Management is tightly integrated with our Disaster Recovery Program resulting in higher integrity in ensuring changes are always represented in the recovery environments.

Summary

Our Disaster Recovery testing program is focused on measurable results, applications/infrastructure recovery scripts and detailed test plans, which are continuously updated as necessary to improve our recovery capabilities. Test planning occurs on a continuous cycle, which typically includes two months of test planning and one month of post mortem discussions and improvements. Improvement opportunities are transfer into the next test cycle and are part of an ongoing cycle of improvement. Test results are summarized and shared with senior management in Executive Summary reports. Detailed test results are documented and shared with all appropriate internal individuals. Historical test data is secured and analyzed to demonstrate improvement trends both quarterly and yearly.