



Business Continuity Overview

Citrix Business Continuity goals include maintaining business critical functions and services before, during and after a wide range of disaster events, as well as limiting the impact to operations and the magnitude of any financial loss. Our purpose is to ensure rapid recovery and timely resumption of company operations in order to protect employees, customers, shareholders and the company reputation.

Business Continuity Planning Process

Citrix conducts a Business Impact Analysis (BIA) biennially. The BIA provides information necessary to develop Disaster Recovery and Business Continuity plans for each of Citrix's locations globally. BIA results are analyzed and recovery strategies are developed ensuring Recovery Time and Recovery Point Objectives are met.

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.

The Core Business Continuity Team is broken down into three smaller teams that are activated when a situation arises and for planning purposes. The Core Business Continuity Team mission is to provide overall direction/preparation and recovery efforts for the aspects of the organization that affect the underlying foundation of Citrix business operations.

Global Technology and Security Team

- ü Provides overall recovery/preparation direction
- ü Ensures business continuity team communication
- ü Escalates alert levels to all team members
- ü Ensures the appropriate and adequate disaster response
- ü Facilitates communication with the Executive Leadership Team (ELT)

Business Continuity Team

- ü Makes necessary arrangements to implement disaster business operations in accordance with the business plan for each unit

- ü Ensures critical business functions are operational at alternate processing centers
- ü Prepares property and equipment for the impending disaster event
- ü Secures the building(s), grounds and provides entry points before during and after disaster
- ü Examines and ascertains the extent of damage resulting from a disaster and its impact on continuing operations

Communications Team

- ü Provides communication to all parties including but not limited to: Employees, GEO's, Vendors, Public service agencies, Customers
- ü Team conveys a company messages on behalf of Citrix

Recovery Strategy

A recovery strategy has been developed for our work campuses globally for all critical Citrix locations. Technology recovery for critical business units is provided via contracted services. A command and control center for coordination of events has been determined.

Exercises and Testing

Table top exercises are conducted on a yearly basis to ensure plans are kept up to date and the team is familiar with the response and recovery processes.

Severe weather scenario plans are in place for critical business units globally. Formal testing of these plans is conducted annually. The Citrix Severe Weather Plan has been activated based on a number of events over the past years; further proving and strengthening our ability to continuously provide mission critical services to our customers.



Disaster Recovery Overview

Strategies

Operational resilience strategies have been developed which utilizes Citrix's US West datacenter to conduct production processing in the event of a disaster or major outage. Citrix operates four datacenters worldwide. 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 datacenters host a small amount of distributed infrastructure and regional applications where necessary, which are also delivered using Citrix XenApp. Business critical data is replicated real-time to our US West DC. In the event of a disaster at our corporate datacenter, we are ready to failover all business critical applications and seamlessly point end users to our highly available global XenApp environment.

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

DR Testing

An IT Disaster Recovery Plan has been developed and is tested on a quarterly basis. Quarterly exercises of the IT Disaster Recovery Plan have been conducted over the past several years, exceeding the industry norm of annual testing. These exercises involve the restoration of critical production processing using the DR Data Center.

Our Disaster Recovery Test Team is rotated with each quarterly test ensuring multiple personnel are adequately trained regarding our recovery processes. Change Management is tightly integrated with our Disaster Recovery Program resulting in exact duplicate environments.

Summary

Our Disaster Recovery testing program is focused on measurable results, applications and 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 includes two months of test planning and one month of post mortem discussions and improvements which 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 formal 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.