

Citrix Cloud Business Continuity Overview

Business Continuity Overview

Citrix has a dedicated Unified Citrix Cloud Operations team that is a 24x7 service organization with a goal of delivering high availability 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 Unified Cloud Operations teams conducts periodic Business Continuity planning to develop Disaster Recovery and Business Continuity plans for each of Citrix Cloud Services globally. This outcome of this planning is analyzed, and recovery strategies are developed ensuring Recovery Time (RTO) and Recovery Point Objectives (RPO) are met.

The Unified Cloud Operations team is broken into smaller globally distributed teams that are activated for Business Continuity planning purposes and incident response and recovery when situations arise. This 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 leverages multiple regions and datacenters in multiple 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 quarterly basis by our Unified Cloud Operations team. 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.

Furthermore, the Unified Cloud Operations personnel conducting the tests are rotated with each quarterly test ensuring multiple subject matter experts are adequately trained on our recovery processes. Change Management is tightly integrated with our Disaster Recovery Program resulting in a predictable and regularly validated and successful plan.

Disaster Recovery Operations and Architecture

In general Citrix prioritizes high availability and resiliency over recovery. By emphasizing an "always on" strategy, we minimize outages in the most common scenarios allowing for automatic recovery of failed services. Leveraging multiple data centers in this resiliency strategy protects from the most common failures at a component, server, network, or data center level. The Disaster Recovery plan also covers traditional failover to another environment when necessary.

The standard for critical resources in Citrix is to provide a goal RTO of 24 hours and a goal RPO 1 hour. The majority of our services have an RTO of less than 24 hours. Many services can provide an RTO as low as 5 minutes due to the resilient design in our architecture to be tolerant of the failure of an entire data center. Note that RTO and RPO varies per service based on many factors, including criticality. Citrix is constantly evaluating and improving the resiliency of all components throughout our platform to help ensure the highest availability in the event of failures.

The architecture of the underlying services that make-up the Citrix Cloud are capable of handling multiple in-service failures. Data backup policies and repositories are selected based on criticality and frequency of change of the data. The Cloud Operations team performs backups of customer configuration into appropriately designated repositories. The Unified Cloud Operations team 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. The Citrix service level agreement is 99.5% of the time the Service will be available within any 30-calendar day period.

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>



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