



Business Continuity Plan

Symmetric Program Management LLC

SPM 01 | Version 1.0 | Prepared October 11 2026

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Purpose and accountability

SPM will maintain essential client services during loss of personnel, facilities, connectivity, systems, or subcontractor capacity. This plan applies to consulting, program management, training, proposal activity, and coordination of field service subcontractors. Protecting people takes priority over delivery. Recovery objectives below are planning targets to be validated in exercises and contracts.

Ownership and authority

Dr. Thomas Jackson, Founder and Chief Executive Officer, owns the plan and authorizes activation, spending, client notices, and return to normal operations. Each project manager maintains the project continuity annex. Subcontractors maintain their own recovery arrangements and notify SPM of disruptions. An authorized alternate must receive written delegation and secure access before assuming duties; appointment does not transfer contractual authority beyond that delegation.

Critical service recovery targets

Service	Target restoration	Maximum planned data loss
Client communication and urgent decisions	4 business hours	Latest approved contact and decision register
Active project records and delivery coordination	1 business day	24 hours
Proposal and contractual deadlines	Before the applicable deadline	Latest committed submission version
Invoicing and routine administration	3 business days	24 hours

Preventive arrangements

Maintain a current contact directory, contract deadline calendar, deliverable register, approved file repository, and secure off-device backups. Keep recovery credentials in a protected vault with controlled emergency access. Maintain a spare approved device or documented replacement route, alternate internet access, and a safe remote workspace. Review cash needed for essential expenses monthly and identify available funding without assuming a credit facility exists.

Activation and first response

Any worker reports a disruption to the CEO promptly. Activate when an outage threatens a recovery target, key personnel are unavailable without coverage, a site becomes unsafe, or a client milestone is at risk. Record time, affected services, known facts, safety actions, decision maker, and next update. Call emergency services for immediate danger and follow the information security policy for suspected compromise.

Recovery procedure

1. Account for personnel and suspend unsafe work. 2. Assess affected contracts and upcoming deadlines. 3. Assign an authorized recovery lead and prioritize services. 4. Switch to approved alternate workspace, connectivity, and communications. 5. Restore clean records and verify integrity before use. 6. Assign qualified substitutes or request a written client schedule adjustment. 7. Track decisions, costs, and restoration evidence until normal service resumes.

Disruption playbooks

Trigger	Required action
CEO or key person unavailable	Use the written delegation; protect deadlines; seek client approval for key personnel substitutions.
Email or internet outage	Use verified telephone contacts and approved alternate access; record decisions in the project log.
Ransomware or stolen device	Isolate affected systems; preserve evidence; use clean recovery assets; do not restore suspect backups.
Subcontractor failure	Assess safety and delivery impact; confirm replacement qualifications and approvals before mobilization.
Facility closure or severe weather	Account for personnel; relocate safe office work; reschedule travel and field work with the client.

Communication and return to service

The recovery lead sends a factual client notice when delivery or security is affected: affected service, interim arrangement, anticipated impact, requested decision, and next update. Contractual notice periods override internal targets. Do not disclose protected information through insecure channels. Resume normal operations only after the CEO confirms safety, data integrity, access, backlog ownership, and client acceptance where required.

Testing and corrective action

Conduct a continuity tabletop annually and after significant operational changes. Test restoration of a representative backup at least quarterly. Exercise key person absence and email outage scenarios. Record actual restoration times against targets, assign corrective actions with owners and due dates, and verify closure. Retain exercise and activation records for three years unless the contract, applicable rule, or legal hold requires longer.

Project continuity annex

Required entry	Value to complete
Project and contract identifier	_____
Client contact and notice deadline	_____
Authorized alternate and delegated limits	_____
Backup location and most recent restore test	_____
Alternate workspace and connectivity	_____
Priority deliverables and external dependencies	_____

Reference

Planning reference: Ready.gov business preparedness resources, <https://www.ready.gov/business>.
Contract requirements and project-specific arrangements govern implementation.