

Business Continuity Management (BCM) Service Specific Licensing Terms

Additional Definitions, as applicable:

"Core User" means any user other than a Stakeholder; core users only permissions include the ability to create or delete: Business Processes; BIAs; BCPs; and Exercises.

"Stakeholder" - Business Continuity Management (BCM) - A Stakeholder is a limited user that can view and/or edit Business Processes, BIAs, BCPs, and Exercises but cannot create or delete Business Processes, BIAs, BCPs, and Exercises, and otherwise has read only access as appropriate.

"Business Process" means a sequence of workflows and tasks performed in order to achieve a specific business goal.

"Business Impact Analysis (BIA)" means a systematic process to determine potential effects of interruptions to critical operations.

"Business Continuity Plans (BCPs)" means documented, actionable procedures to ensure organizational continuity during and after a disruption.

"Exercises" means having the ability to document results of tabletop, simulated or live exercises to validate business continuity plan effectiveness.

Additional Terms:

1. **DPA.** To the extent that Customer does not have a Data Processing Addendum ("**DPA**") incorporated as part of their Agreement, the DPA located at <https://www.optro.ai/enterprise-agreements> shall apply to Customer's use of Business Continuity Management.