

Business Continuity Planning Status Report

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Table of Contents

- I – CME's Response to Disruptions of Market Operations
- II – Risk Mitigation
- III – Communication Channels

CME's Response

- **Physical Environment Disruptions**
 - ◆ Fire
 - ◆ Flood
 - ◆ Power
 - ◆ Terrorism
- **Infrastructure Fail-safes**
 - ◆ Multiple power feeds in Chicago
 - ◆ Generators at remote site
 - ◆ Working on third facility
 - ◆ Ability to run critical systems at both current sites

CME's Response

- **Disruption Recovery / Alternative Processes**
 - ◆ **Open Outcry – Transition major futures and options to GLOBEX if loss of trading pits**
 - ◆ **GLOBEX – fully recoverable at either site**
 - ◆ **Clearing – fully recoverable at either site**
 - ◆ **Internal Processes – matching engines, front-end gateways, market data infrastructure fully replicated for immediate fail-over**
 - ◆ **Clearing Member Firms –**
 - **Back-up processing centers**
 - **Third party disaster recovery outsourcing**
 - **Give-up arrangements**

CME's Response

- Loss of primary and redundant processing centers
 - ◆ Reciprocal agreement with CBOT, if CME problem only
 - ◆ Pursue cooperative efforts with other exchanges, if a Chicago issue
- Staffing impact due to a problem
 - ◆ Regularly scheduled evacuation / fire drills
 - ◆ Distributed staff exit holding locations
 - Unique phone number by division with updates
 - ◆ *'Shelter-in-place'* – procedures currently in process
 - ◆ Critical staff distributed between Chicago and remote site
 - ◆ Non-critical staff
 - Short-term – work at home resumption procedures in place
 - Longer term – staff deployment to outsourced facility

CME's Response

- Executive / Management Disruption
 - ◆ Crisis management center alternatives
 - Cooperative arrangement with CBOT
 - Hotel south of the Loop, near third site
 - Move to existing remote site

Risk Mitigation

- **FIA / Industry-coordinated tests**
 - ◆ 10/9/04 first of ongoing processes
 - Full industry tests
 - Network connectivity tests
 - Table-top 'what-if' exercises
- **Chicago Financial Industry Coordination**
 - ◆ ChicagoFIRST – first in the country
 - Ongoing fail-safe and reactive coordination with -
 - ◆ City of Chicago
 - Police
 - Fire
 - Transportation
 - Water
 - ◆ Major Telecommunication Carriers
 - ◆ Major Utilities
 - ◆ State Police
 - ◆ Federal Agencies – Homeland Security

Risk Mitigation

- **Financial Services Sector Coordinating Council**
 - ◆ CME – first future's industry member
 - ◆ Focus on -
 - Knowledge-sharing
 - Best practices
 - Telecom, electric power and information technology
- **CME Full Business Continuity Plans**
 - ◆ Response
 - ◆ Resumption
 - ◆ Recovery
 - ◆ Restoration

Communication Channels

- Emergency joint operations center (JOC)
 - ◆ CME direct channel to problem(s)
 - ◆ Evacuation status 'shelter-in-place' directives
 - ◆ City exit instructions
 - ◆ Financial services industry decision communication
- Major cooperative effort with City of Chicago, State of Illinois and Federal agencies for -
 - ◆ Surveillance of financial district including CME
 - ◆ Real-time monitoring
 - ◆ Alternative communication channels beyond JOC
 - If telecommunications channels disrupted

Communication Channels

- CME to Customers
 - ◆ Broadcast communication
 - Emails
 - Voicemails
 - GLOBEX messages
 - Faxes
 - Pagers
 - Blackberries and other PDAs