

ENA SERVICES LLC

Risk Management Plan (RMP)

Effective Date: [Insert Date]

1. Company Overview

ENA SERVICES LLC provides business process outsourcing and telecommunications resale services, committed to operational excellence and regulatory compliance, including with FCC standards.

2. Purpose and Scope

This Risk Management Plan (RMP) identifies and mitigates risks associated with ENA SERVICES LLC's business operations to ensure reliability, security, and compliance.

3. Risk Identification

Key risks include:

- **Operational risks:** Service disruptions, system failures, human error.
- **Regulatory risks:** Non-compliance with FCC rules, customer privacy breaches.
- **Security risks:** Cyber-attacks, data breaches, unauthorized access.
- **Reputational risks:** Customer dissatisfaction, negative publicity.

4. Risk Assessment and Analysis

Risks are assessed based on likelihood and impact. For example, a data breach is high impact but medium likelihood and requires strong mitigation.

5. Risk Mitigation Strategies

- Implement multi-layered cybersecurity controls.
- Regular employee training on compliance and security.
- Robust incident response and recovery plans.
- Continuous monitoring of network and systems.
- Strict vendor and reseller compliance checks.

6. Incident Response Plan

- Immediate containment of incidents.
- Notification to affected parties and regulatory bodies as required by FCC.
- Root cause analysis and remediation.

- Documentation and follow-up.

7. Compliance with FCC Regulations

ENA SERVICES LLC ensures all operations adhere to FCC rules regarding telecommunications service providers, including data privacy, service reliability, and reporting obligations.

8. Training and Awareness

Regular training sessions for staff on compliance, security protocols, and risk management procedures.

9. Continuous Improvement and Review

Quarterly reviews of risk environment and controls. Updates to the RMP as needed.

10. Documentation and Recordkeeping

Maintain all records related to risk assessments, incidents, and compliance actions for FCC audits and internal review.