Global Business Continuity Team

(Service Center Plan – For Essential Services through ISG for the Company)

DR Planner Name: Shivani D

Reviewed by: Jayesh, Shahid, Javed

Approved by: Harsha Sastry

Version: 1.0

Table of Contents

1. INTRODUCTION

Tech Mahindra Business Continuity Management framework is aligned to the ISO22301 standard. All business functions are in the scope of the business continuity management framework.

The key aspects which are covered include People safety and wellness, Asset protection, Environment safety as well as Continuity of business operations.

Tech Mahindra has a robust framework to ensure minimum-operating levels for customers are always maintained and critical services are delivered following multiple recovery models and strategies documented.

2. SERVICE CENTER IMPORTANT ACTIVITIES IN SCOPE

The following activities are in scope of the continuity plan. GBC is an essential service and hence is available 24/7 across the year/s. The pictorial representation provides an overview.

Information on the Intranet Web Site shall be referred to for details in conjunction with this document, else the reading and understanding is limited to the content of this continuity plan only.

GLOBAL BUSINESS CONTINUITY : MAIN BUSINESS: PLAN, TEST, RESOLVE

2.1.1 Systems Supporting Important Activities

The business continuity management system implementation and in-life contingency operational preparedness surveillance are provided below.

Powered by:

- ❖ LIGHTHOUSE
  - ❖ COPYCAT – FOLLOW-ME Services
  - ❖ ENS
  - ❖ POSTMAN
  - ❖ ONE RESILIENCE
  - ❖ ONE BCM
  - ❖ LANDMARK for COUNCILS
  - ❖ MS-Forms integrated
- ❖ SPHR
- ❖ ISG Website
- ❖ BI – Alpha-2-Kilo [A2K] Incubator DSS

3. GBC PARTNERS

The table provides our partners to establish business continuity for the unit as well as the organization in the capacity of an Essential Service.

#	Entity	Group
1	Lighthouse	CIO
2	Technical Infrastructure ICT/DR	CIO / TIM
3	Emergency Help Desk	SOS Teams / Corporate Services / TIM CSD
4	Facilities, Buildings, Evacuation	Corporate Services
5	Associate communication & safety	Human Resources
6	Travel Security	Travel Desk
7	External Communication	Global Corporate Communications
8	Associate Communication	Internal Communications
9	Location Control	Location Councils & Heads
10	Cyber Space Monitoring	GSOC
11	Business Continuity Plans	Project Managers / Delivery Partners
12	Function Continuity Plans	Function Reps / Function Heads
13	Location Continuity Plans	Location Council supported by Location Corporate Services, Tech Infrastructure Management, HR and Dependent Suppliers
14	Business Intelligence Platform	BI Team for support of data and information views
15	Disaster Declaration & Approvals	Leadership Council
16	External Government Agencies coordination	Corporate Services – Security, Human Resources, Location Council heads
17	People Wellness & Medical Insurance	Location Human Resource & Corporate Human Resources
18	Insurance Management	Finance, Corporate Services
19	Business Continuity Spend & Financing	Finance
20	Legal Aspects – Contracts & Regulatory	Legal
21	Other Requirements	Coordinated through the First Assessment Team and Crisis Management Framework

4. CONTINUITY OF BUSINESS OPERATIONAL STRATEGIES

The team recovery strategies and distribution is provided below for essential service activities associated with ISG- Global Business Continuity Unit operations.

- Team Recovery Strategies: Work from Home, Work from Office, Split Teams
- Head count for team: 1+4
- Team distribution: 2 Pune: 1 Hyderabad: 1 Bhubaneshwar
- Global Business Continuity Head: Pune
- CISO engages in crisis decision making as the member of the Leadership Council along with the global business continuity team insights and bespoke situation updates.

4.1.1 LIGHTHOUSE – TOOLKIT NOT AVAILABLE

For system, database and infrastructure outages, rebuild and configuration the CIO, TIM and DBA team's action. Functional issues are addressed by the Global business continuity rep.

#	Entity	Liaison Responsible	Consult
1	User Functional Issues	GBC Rep	Website, Help Aid
2	Application Malfunctions	CIO App Support team	Developer
3	Hardware / Network / System outages	TIM & DBA Admin	TIM / DBA
4	Application Rebuild & Recovery actions	CIO App leads with TIM & DBA Admin	Developer, TIM, DBA, App Admin

4.1.2 ENS – for Mechanized call tree Not Available

Business Impact: Emergency Notification from the System will be impacted. POSTMAN can be utilized for the relay as a standby. Acknowledgement processing will be manual workaround. Alternate plans below.

#	Action Plan	Liaison Responsible	Consult
1	Conventional call tree will be the option	Project Managers	GBC
2	Email relay of the message with the associated MS Form will be relayed for acknowledgements	Project Managers	GBC

4.1.3 POSTMAN – for Mechanized Mass Crisis Communication Not Available

Business Impact: Minimal to Low Impact. Follow-up will continue over email sequence.

#	Action Plan	Liaison Responsible	Consult
1	Email will be utilized to relay the message	Project Managers	GBC

4.1.4 Intranet site is not available – Biz Continuity Website for Reference Information

Business Impact: Minimal to Low Impact. Help Aid in Lighthouse will be the reference for activities.

#	Action Plan	Liaison Responsible	Consult
1	Help Aid in the GBC Library will be the reference for activities	Project Managers	GBC

4.1.5 Business Intelligence Not Available

Business Impact: Minimal to Low Impact. The Qlik Reports relayed will be the reference for information. LIGHTHOUSE ONE-RESILIENCE observatory provides information required as the primary system of record.

#	Action Plan	Liaison Responsible	Consult
1	The Qlik Reports shared on email become the reference point	GBC	BI team for ETA
2	LIGHTHOUSE ONE-RESILIENCE observatory provides information required as the primary system of record.	GBC	BI team for ETA

4.1.6 MSFORMS integration NOT AVAILABLE

Business Impact: Low Impact. ETA from the supplier will be essential to establish interactive insights. Alternative system SPHR – Screen 4 will be configured for assessment questionnaire to seek inputs with alternate turnaround time of acknowledgements.

#	Action Plan	Liaison Responsible	Consult
1	Await for ETA from the OEM	TIM	TIM Ops to provide ETA
2	Configure SPHR – Screen 4 with questionnaire and seek inputs from the project managers in scope	GBC	SPHR apps team as a work around only if ETA is beyond 48 hours

4.1.7 Check People Safety & Wellness
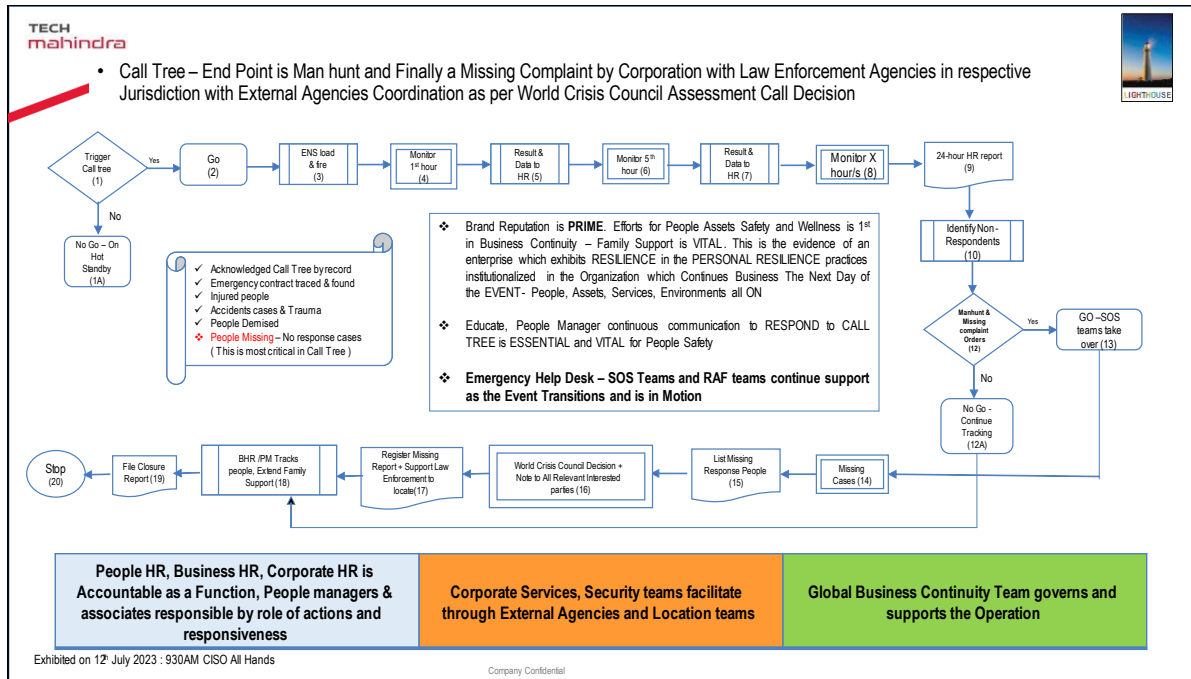
4.1.8 System Criticality Aligned Strategy & MOL Baseline

Lighthouse is classified as an Operational System with exceptions in MOL as IMMEDIATE ETA

#	System Criticality (A)	Strategy 1 (B)	Strategy 2 (C)	Strategy 3 (D)	MOL % (E)
1	Mission Critical	Fail Over	Backup Host	Warm Standby	Immediate
2	High Availability	Fail Over	Backup Host	Named Reciprocal System	Immediate
3	Critical	Fail Over	Reciprocal System	System Rebuild	Up to 24 hours
4	Operational System	Cloud Hosted	Reciprocal System	Vendor Support to re-build	30 to 48 hours Immediate ETA

5. SUPPLY CHAIN STRATEGY MODELS

The strategies followed by the Supply chain engagements align to one of the mentioned in the below table.

Additional strategies are documented in the contract aligned to Service Level Agreements.

5.1.1 Supply Chain Strategies

LIGHTHOUSE will now have the QS, QF, CSB and OTR supply chain strategies.

Strategy	Description
QS	Quick Ship to enable recovery and restoration

QF	Quick Fix administered through Remote Login – provided permitted
HSB	Hot Standby available at the Customer Site
CSB	Cold Standby – requiring configuration allocated to remediate multiple hosts
OTR	Other Strategies as documented in the Service Contract aligned to monitored SLA (Data replication, mirroring, clustering, duplexing, Other tech options)
OSCE	Onsite Customer Engineer to provide recovery and restoration services enabling service availability

6. SYSTEMS INFORMATION

Parameter	Information Content	Repository	Liaison
Service Continuity Forms for ICT/DR	Technical infrastructure service continuity templates documented by the CIO team in collaboration with TIM SME's and DBA's	As available with CIO teams	Mukti Kane / Lavanya / Jitendra Datturao Malode /Sandeep Chitnis /Pradeep Kumar Padmanabhan /Vinayak Yadav /Nilesh Sunil Patil
LIGHTHOUSE	Application recovery and action SOP	As available with CIO teams	Nilesh Sunil Patil/ Vinayak Yadav
Technical Infrastructure Support	Referenced SOPs and TIM service continuity templates as provided in repository	As available with CIO teams	TIM Service Desk, Windows SME and team members on call ROTA.

7. BUSINESS IMPACT ANALYSIS

Qualitative values align with business impact analysis guidelines. Adopting the values or aligning to the customer impact analysis is accepted and overrides Tech Mahindra business impact analysis.

The business impact qualitative values are presented in the exhibit below. The business impact qualitative values are aligned to the business continuity plan – impact analysis values. This enables aligning the ICT/DR recovery time objective to establish System recovery time and recovery point objectives and meet the objectives of the business recovery.
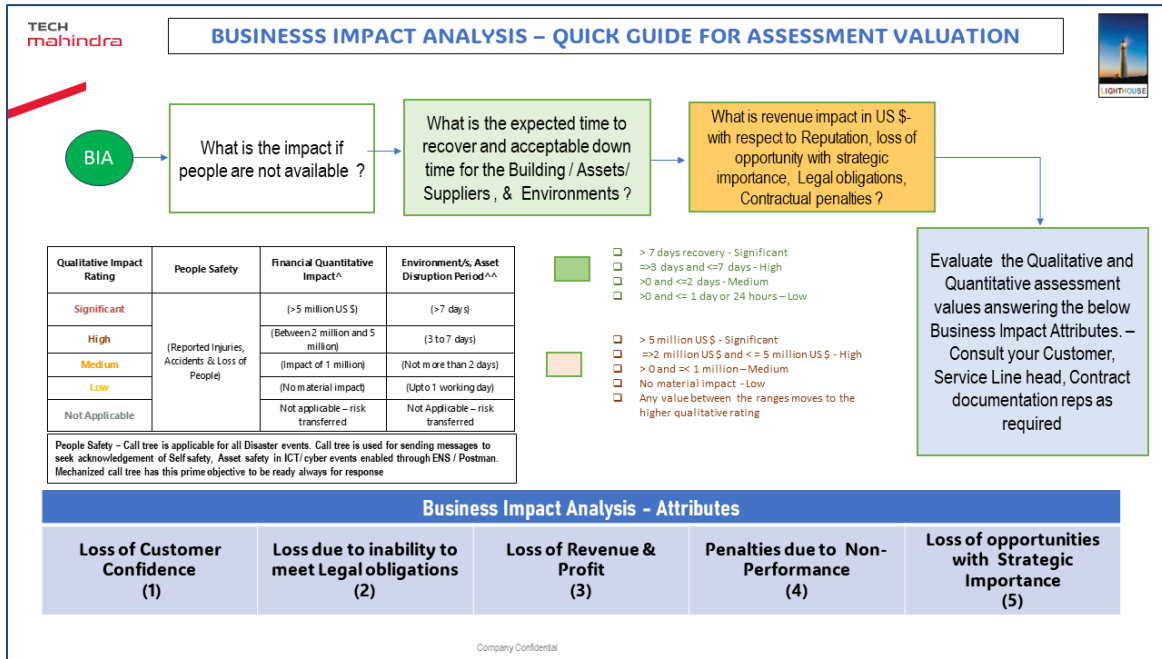
7.1.1 Important Activities

Below are the important activities. Classification of activities which are Essential are indicated.

h	Activity	Loss of Customer Confidence	Loss due to inability to meet legal obligations	Loss of Revenue & Profit	Penalties due to Non-performance	Loss of opportunities with strategic importance	Essential Service Category
1	Crisis Management & Oversight	Significant	Significant	High	High	Significant	Essential Service
2	Plan documentation & Oversight	Significant	Significant	Medium	High	High	Operational Risk mgt
3	Business recovery testing & oversight	Significant	Significant	Medium	High	Significant	Operational Risk Mgt
4	LIGHTOUSE – OLTP internal services	HIGH	HIGH	HIGH	High	Medium	Operational Risk Management

Lighthouse is a continuity plan documentation system. Alternate sources of data are available though raw data extracts and the Business Intelligence Platform Views. This ensures that data required is available to enable crisis management striking sequence. Business continuity plans and vital records of each plan owner are in copy form as well as vital records on business owned repositories. Data is from SAP / ERP systems which are available.

8. RECOVERY TIME AND POINT OBJECTIVES

### 8.1.1 Recovery of Important Activities

Sr	Activity	Loss of Customer Confidence	Loss due to inability to meet legal obligations	Loss of Revenue & Profit	Penalties due to Non-performance	Loss of opportunities with strategic importance	Essential Service Category	RTO
1	Crisis Management & Oversight	Significant	Significant	High	High	Significant	Essential Service	Immediate
2	Plan documentation & Oversight	Significant	Significant	Medium	High	High	Operational Risk mgt	Aligned to dependent function RTOs

9. TECHNICAL INFRASTRUCTURE MANAGEMENT ICT/DR SERVICE CONTINUITY

BCP / ICT / Systems DR Planning and Testing integrated with LIGHTHOUSE
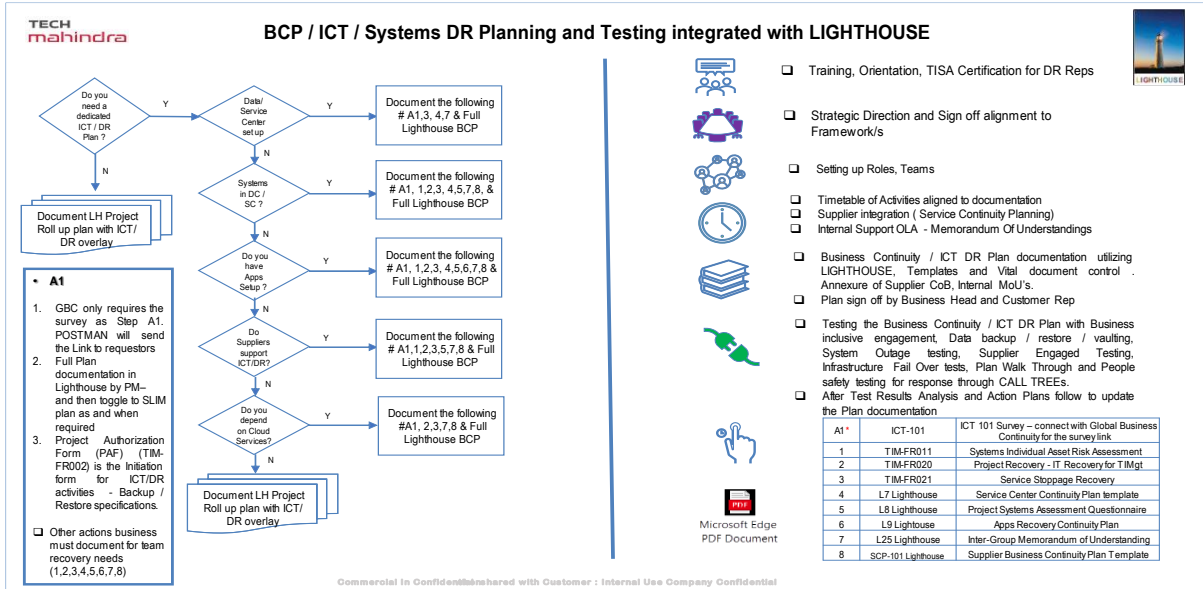
10.   BUSINESS CONTINUITY INTERCONNECT

The business continuity plan is interconnected through the project business continuity planning system – LIGHTHOUSE. The workflow followed to integrate the ICT/DR System recovery with the Continuity plan is presented below.

BIZ Continuity Planning and Testing Reference Flow

1. All information available on Intranet Web site
2. Follow the Flow Chart for the Project Manager step by step
3. Help Aid available in Lighthouse
4. Lighthouse access enabled for all Project Managers
5. Support from Global Business continuity team
6. Mechanized Call tree enabled for everyone
7. Mechanized BRE Testing enabled for every though Check Point integration
8. Specialized test requests engaged one on one
9. Focused tests as per Organization resilience needs
10. Evacuation tests for Safety mandatory
11. ONE Resilience Observatory for Resilience Index
12. ONE BCM for all Audit / Customer Evidence extraction

Powered by :
- LIGHTHOUSE
- COPYCAT– FOLLOW-ME Services
- ENS
- POSTMAN
- ONE RESILIENCE
- ONE BCM
- LANDMARK for COUNCILS
- MS-Forms integrated
- SPHR
- ISG Website
- BI – Alpha-2-Kilo [A2K] Incubator DSS

Have questions ⁉️ - Refer to https://isg.techmahindra.com or ✍️ to Globalbusinesscontinuity@techmahindra.com

11. GLOBAL SUPPORT NUMBERS

#	Contact Information	Important Numbers / Details
1	Tech Mahindra Emergency Help Desk Toll Free Numbers for Medical Emergencies, Accident Trauma or Security Incidents	
	INDIA	1800-266-8926
	AUSTRALIA	1800-317-018
	UNITED STATES OF AMERICA	1844-424-8338
	UNITED KINGDOM	0800-0315-687
	REST OF THE WORLD	+91-20-6687-8111
	SHORT DIAL to reach out EHD within TechM Offices	77-76 / 77-79
2	Technical Infrastructure Management Support : IT Issues	
	All TechM Offices	77-99
	India – Outside TechM offices:	+91-20-6727-1818
	America	+1-844-8666-4357
	Europe International	+44-190-871-6399
	Belgium	+33-288-102-04
	Netherlands	+31-207-956-599
3	ISG Security Exception Approvals	ISGServicedesk@techmahindra.com – Please login a ticket on ISG CEP Portal for approvals
4	Information Security Incidents	ISGIncidentManagementGroup@TechMahindra.com
5	Data Breach Security Incidents	ISGIncidentManagementGroup@TechMahindra.com and DPO@techmahindra.com
6	Tech Mahindra Global Business Continuity Team requests you to PLEASE	Ensure numbers of all critical associates and team members is updated in your respective phone books securely following Data Privacy policies
		Ensure you have stored the Dial in numbers to connect to audio bridges to engage in recovery and response actions for the business unit
		Be Healthy, Safe and Secure Always – For any business continuity support please write to GlobalBusinessContinuity@techmahindra.com

12. CONTINUITY INSTRUCTIONS TO FOLLOW

#	Instructions
1	People safety is always 1st - When you hear the fire alarm evacuate the building and gather at the safe assembly area.
2	Follow Customer Security policies and guidelines while on customer premises.
3	Follow instructions and notifications from the Location Council – Command and Control is led by respective leaders and Heads of the Councils
4	Associate communication – reach out to your Business Unit Human Resource point of contact or Location human resource head ONLY
5	Follow all guidelines, policies for work from home security requirements. Contact ISGCOVID-19Support@TechMahindra.com for all compliance requirements.
6	All questions or interviews by MEDIA must be DIRECTED to the MEDIA SPOKESPERSON of TECH MAHINDRA only
7	Social networking and messages related to the Company shall be only responded and posted by the SOCIAL MEDIA SPOKES PERSON
8	Follow instructions of the Building Management, Security teams during a Potential or Proximity or a Disruptive event in and around the premises
9	For all People safety issues call the Toll-Free Numbers for seeking help from the Employee Emergency Help Desk as a Corporate HR initiative for all associates in Tech Mahindra – The SOS teams will reach out to you for support and help
10	Comply to all advisories related to Law and Order, Health and Safety applicable in cities and countries
11	Ensure laptops are encrypted to avoid data loss or breach in case of mis-handling, theft or incidental security events
12	Ensure laptops are not left unattended during transit
13	Check with Airlines for all Travel and Airports for operational status for Departures and Arrivals
14	Cooperate with Security Authorities in Airports and Transit points for security verification procedures
15	Ensure that you reach the Departure Airport to accommodate the additional Queue time in the Security Hold Zone
16	Ensure Safety, Wellness and Secure environments as safeguards from incidental risks always
17	All business units who activate their continuity plans during a real time event are provided credit for drills conducted in real time scenario for workplace recovery across strategies implemented
18	Follow all government guidelines associated with self-quarantine and social distancing during pandemic events
19	Be Safe and Secure Always, Asset Protection, Environment safety and Continuity of Business and Services

13. INTEGRATING EMERGENCY RESPOSNE, DR AND BUSINESS CONTINUITY STEPS

The below table provides the sequence in which the emergency response, disaster recovery and business continuity steps are integrated knitting business units to meet continuity requirements of

systems recovery as well as maintaining minimum operating levels at all time – to recover, restore and return business to normal operations

#	Activity	Responsible	Accountable	Consult	Inform
1	System outage incident reporting	Any user	Reporting manager	TIM CSD help desk	All stakeholders in business unit
2	Immediate actions to check and validate outage	TIM SME	TIM SME Lead	Vendor / SME	User and stakeholders
3	Logistics for Vendor Support post analysis of impact	TIM SME	TIM OIC	Vendor Directory	User and all stakeholders
4	Identify business impact and ETA for recovery for notification	TIM Incident response	TIM OIC	System SME	Business units impacted
5	Identify business unit impact for critical work deliverables and SLA miss if any to notify customer	BU / Services Manager	BU / Services Head	Critical functions BIA	All stake holders
6	Notify customer associated with business unit critical function	BU / Services Manager	BU / Services Head	Critical functions BIA	All stake holders
7	Notify Business unit to activate partial or full business continuity plan	BU / Services Manager	BU / Services Head	Critical functions BIA	All stake holders
8	Identify strategies to be implemented to maintain minimum operating levels and plan for meeting SLA in conversation with customer in First Assessment call hosted by impacted business unit/s	BU / Services Manager	BU / Services Head	Critical functions BIA	All stake holders
9	Identify alternatives as per documented DR plan and activate strategy for system recovery	BU / Services Manager	BU / Services Head	Critical functions BIA	All stake holders
10	Monitor progress of recovery on activation of continuity plans	BU / Services Manager	BU / Services Head	Critical functions BIA	All stake holders
11	Notify to Business Continuity teams around impact and steps being taken	BU / Services Manager	BU / Services Head	Critical functions BIA	Global Business Continuity team and All stake holders
12	Global Business Continuity notification associated to the impact to business operations across the organization	Global Business Continuity Team	GBC Head	Standard notification protocols	Standard Protocol and distribution lists
13	Track SLA, ETA for closure with respective Supply chain partners	BU / Services Manager	BU / Services Head	Critical functions BIA	Global Business Continuity team and All stake holders
14	Monitor SLM for after event analysis and Contractual SLA meet up	BU / Services Manager / Vendor manager	BU / Services Head	Critical functions BIA	Global Business Continuity team and All stake holders

#	Activity	Responsible	Accountable	Consult	Inform
15	Notify Recovery of Systems	BU / Services Manager / Vendor manager	BU / Services Head	Critical functions BIA	Global Business Continuity team and All stake holders
16	Notify Restoration of Services	BU / Services Manager / Vendor manager	BU / Services Head	Critical functions BIA	Global Business Continuity team and All stake holders
17	Notify Continuity of Services restoration and steps for return of business to normal operations	BU / Services Manager / Vendor manager	BU / Services Head	Critical functions BIA	Global Business Continuity team and All stake holders
18	Notify closure of event from an overall Business Continuity stand point for the organization / business unit in scope	Global Business Continuity Team	GBC Head	Standard notification protocols	Standard Protocol and distribution lists
19	Record learning and conduct After Event Analysis across stake holders and customers independently – Prepare After Event Report for distribution to all stake holders	BU / Services Manager /	BU / Services Head	Critical functions BIA	Global Business Continuity team and All stake holders
20	Update DR plan for the respective System / Data Center / Business Unit / Project BC Plan	BU / Services Manager / Vendor manager	BU / Services Head	Critical functions BIA	Global Business Continuity team and All stake holders

14. GLOBAL DISASTER RECOVERY OVERLAY PLAN

14.1.1 Configuration Item Groups in scope

Sr	Particulars
1	IT infrastructure in the Tech Mahindra network managed by Technical infrastructure management team
2	IT infrastructure and applications, storage and platforms managed by the CIO and supported by the Technical infrastructure management team

14.1.2 Outage Response Plan

Sr.	Activity	Responsible	Accountable	Consult	Inform
1	Call logging with Service Desk, Supply chain desk	TIM systems administrator	Function Head	Standard operating procedures and Vendor	TIM-SME, ISG, Business

Sr.	Activity	Responsible	Accountable	Consult	**Inform**
	assigned ticket number			support directory	
2	Notify vendor and internal SME's	TIM systems administrator	Function Head	TIM-PR-014	TIM-SME, ISG, Business
3	Notify vendor to initiate supplier continuity plan to provide support and monitor	TIM Vendor Manager / OIC	Location Manager TIM	Vendor contact list	TIM-SME, ISG, Business
4	Technology CI Impact analysis for SS and SD	TIM systems administrator	Function Head	CMDB – ITIL database, ISG Emergency CAB team	RM TIM ; Service notification desk to all stake holders
5	Activate plan – Tech Infra, CIO, Apps owners, and supply chain providers	TIM systems administrator	Function Head	TM-PR-014	TIM-SME, ISG, Business
6	Event communication	Service Desk	Location Manager IM	Service Desk notification template	TIM-SME, ISG, Business
7	Business or Support unit business impact assessment and continuity / DR action plan activation	Project managers and TIM systems administrator	BU head	TIM Service desk / CMDB manager / SME / ISG	Business unit head, Stake holders
8	Continuity event management for First Assessment of impacted business units for appropriate and adequate strategy activation requirements in lieu of the IT operations disruption notified by Tech Infra Service Desk	Project managers, RM TIM, CI Administrators , ISG Continuity event coordinator	BU Head, TIM Head, ISG Continuity Head	SLA with vendors. RTO and SLA per business needs RTO aligned to business needs and customer alignment	BU head, Cluster head, Customer communication, Associates engaged in the event, stake holders
9	Ensure TIM SMEs are	TIM systems administrator	Function Head	Request template	TIM Head, CS Location manager, RM

Sr.	Activity	Responsible	Accountable	Consult	**Inform**
	provided with transport and guest house facilities for extended outage periods			and approval process	
10	IT infrastructure, Data Center damage assessment and Insurance claims	Location CS manager	Location CS head	IT and CS Damage Assessment team	Council, Business leaders, Leadership Council,
11	HVAC at Premises available for operations recovery	Location CS manager	Location CS head	Supply Chain	Council, Business leaders, Leadership council
12	Fuel for Generator upkeep	Location CS manager	Location CS head	Supply Chain	Council, Business leaders, Leadership council
13	Validate services of Power and UPS available to enable Data Centers operational	Location CS manager	Location CS head	Supply Chain	Council, Business leaders, Leadership Council
14	Data center / CI boot up with system issues validation for availability	TIM systems administrator	Function Head	TIM SME and Supply Chain	Council, Business leaders, Leadership Council,
15	Monitor the SLA agreed Vs SLA delivered for RTO alignment and change recommendations in post event action plan. List of vendors, services, SLA agreed Vs SLA delivered	Location managers CS, TIM, HR, Business	Respective functions engaging vendors (Vendor Manager)	ISG CMT Lead Location PRAC Business unit plans	CISO and Regional and Function heads – CS, TIM, HR, Business. Raise EWS in PRISM
16	Assess BIA, announce plan upto Week 2 and monitor to report every week meeting	BCL, IBU heads and Support teams	IBU / IBG heads and Function heads	Cluster head and ISG Location manager Business unit continuity plan, Location PRAC	Council, CS, TIM, HR,ISG, Leadership council

Sr.	Activity	Responsible	Accountable	Consult	**Inform**
17	Recovery and Restoration of operations	Business Units	Corporate services, Technical Infrastructure	BC Plans, customer priority if any, RTO and/or SLA	Business units and Leadership teams
18	Announce Return of business to normal	Council head	Leadership / Executive management	HR, Business unit heads	Location Council
19	After event meeting and action to owner tracking	Council head/ Business head	Council head	Support and Business teams	Location Council
20	Track actions to closure	Business unit	Council head	Support and Business teams	Location Council

15. RECOVERY RESPONSE – DEVICE FAILURES

15.1.1 Configuration Item Groups in scope

The infrastructure elements in scope are all IT infrastructure devices which require service support and service delivery engaging external suppliers and service partners from OEM's. These outages have contractual arrangements with the service provides to meet the agreed Service Level Agreements. The plan for the same is listed below.

15.1.2 Outage Response Plan

Sr.	Activity	Responsible	Accountable	Consult	**Inform**
1	Call logging with Service Desk, Supply chain desk assigned ticket number	TIM systems administrator	Function Head	Standard operating procedures and Vendor support directory	TIM-SME, ISG, Business
2	Notify vendor and internal SME's	TIM systems administrator	Function Head	TIM-PR-014	TIM-SME, ISG, Business
3	Notify vendor to initiate supplier continuity plan to provide support and monitor	TIM systems administrator	Function Head	TIM-PR-014	TIM-SME, ISG, Business
4	Technology CI Impact analysis for spares delivery and support of services	TIM systems administrator	Function Head	CMDB – ITIL database, ISG Emergency CAB team	RM TIM ; Service notification desk to all stake holders

Sr.	Activity	Responsible	Accountable	Consult	**Inform**
5	Event communication to provide Expected time of Arrival of Service or /and impact of services for restoration – until restoration provide work around to recovery and resume maintaining minimum operating levels	Service Desk	Location Manager IM	Service Desk notification template	TIM-SME, ISG, Business
6	Business units to activate strategies to continue minimum operating level operations as much as the technical team monitor the SLA agreed Vs SLA delivered for RTO alignment recommendations in post event action plan. List of vendors, services, SLA agreed Vs SLA delivered	Project Manager, TIM systems administrator	IBU head / TIM Operations Head	Commercials, TIM Vendor Manager, Vendor Contact person	Project managers impacted, Function managers impacted, IT DR Teams, Vendor management teams, Global Business Continuity
7	On Service Restoration – Test and enable service availability to agreed levels	TIM systems administrator	Function Head	TIM-PR-014 procedure and templates, DR plan documentation and standard operation procedures	Impacted project manager, interested parties, Locations impacted
8	Event communication – resolution, restoration and service availability	Service Desk	TIM Operations Head	Service Desk notification template	All interested parties
9	After event reporting – Issues, Learning and	TIM systems administrator	Function Head	ISG Compliance Lead associated	All interested parties

Sr.	Activity	Responsible	Accountable	Consult	Inform
	documentation of risks and mitigation plans in Project and /or Function risk register			to the Business and TIM	

16. RECOVERY RESPONSE – COMMUNICATIONS NETWORK FAILURE

16.1.1 Configuration Item Groups in scope

The infrastructure elements in scope are all communication network and links and associated devices which require service support and service delivery engaging the ISP's or Internal SME's and external service partners from OEM's. There are uptime agreements and norms which have contractual arrangements with the service providers to meet aligned to the agreed Service Level Agreements. The plan for exhibiting the recovery response for the same is listed below.

16.1.2 Outage Response Plan

Sr.	Activity	Responsible	Accountable	Consult	Inform
1	Call logging with Service Desk , ISP assigned ticket number	Network administrator	Location Manager TIM	Standard operating procedures and Vendor support directory	TIM-SME, ISG, Business
2	Notify vendor and internal SME's	Network administrator	Location Manager TIM	TIM-PR-014	TIM-SME, ISG, Business
3	Assess impact to communicate to users around recovery ETA	Network administrator	Location Manager TIM	TIM-PR-014	TIM-SME, ISG, Business
4	Observe fail over and associated actions for communication network scalability to meet demand	Network administrator	Location Manager TIM	Project Manager, CMDB	RM TIM ; Service notification desk to all stake holders
5	Track with ISP for restoration of services aligned to the contract	Network administrator	Location Manager IM	Project Manager	TIM-SME, ISG, Business

Sr.	Activity	Responsible	Accountable	Consult	**Inform**
6	Business units to assess minimum operating level capability to deliver and activate business continuity plans if necessary	Project Manager, Network administrator	IBU head / TIM Operations Head	Project users of the databases impacted	Project managers impacted, Function managers impacted, IT DR Teams, Vendor management teams, Global Business Continuity
7	Event communication – in-progress status , situation resolution, restoration and service availability	Service Desk	TIM Operations Head	Service Desk notification template	All interested parties
8	After event reporting – Issues, Learning and documentation of risks and mitigation plans in Project and /or Function risk register	Network administrator and Project Manager	TIM Operations Head	Business unit teams and interested parties	All interested parties

17.   RECOVERY RESPONSE – APPLICATIONS PLATFORM RECOVERY

17.1.1 Configuration Item Groups in scope

The infrastructure elements in scope are all applications maintained by the CIO and platforms associated with corporate operations which require service support and service delivery (SSSD) engaging Internal SME's and as applicable external   service partners from OEM's. The plan for exhibit the recovery response and engagement with external suppliers for service support and service delivery meeting recovery time objectives and recovery point objectives of the dependent projects and functions.

18.   RECOVERY RESPONSE – DATA RESTORATION SCENARIOS

18.1.1 Configuration Item Groups in scope

The infrastructure elements in scope are data elements stored on the organization storage systems managed for data storage, backup and restoration by the Technical Infrastructure Management and CIO Teams

18.1.2 Outage Response Plan

Sr.	Activity	Responsible	Accountable	Consult	**Inform**
1	Call logging with Service Desk , Supply chain desk assigned ticket number	TIM Storage administrator	Location Manager TIM	Standard operating procedures and Vendor support directory	TIM-SME, ISG, Business
2	Notify vendor and internal SME's	TIM Storage administrator	Location Manager TIM	TIM-PR-014	TIM-SME, ISG, Business
3	Identify the data from the catalogue for restoration back to the source system	TIM Storage administrator	Location Manager TIM	TIM-PR-014	TIM-SME, ISG, Business
4	Initiate restoration of data	TIM Storage administrator	Location Manager TIM	Project Manager, CMDB	RM TIM ; Service notification desk to all stake holders
5	Validate the data restoration and check for meeting the RPO	TIM Storage administrator	Location Manager IM	Project Manager	TIM-SME, ISG, Business
6	Business units to assess data loss if any and activate plan for online status of data for real time status	Project Manager, TIM Storage administrator	IBU head / TIM Operations Head	Project users of the databases impacted	Project managers impacted, Function managers impacted, IT DR Teams, Vendor management teams, Global Business Continuity
7	Event communication – resolution, restoration and service availability	Service Desk	TIM Operations Head	Service Desk notification template	All interested parties
8	After event reporting – Issues, Learning and documentation of risks and mitigation plans in Project and /or Function risk register	TIM Storage administrator and Project Manager	TIM Operations Head	Business unit teams and interested parties	All interested parties

19. RECOVERY RESPONSE – SERVICE CENTER RECOVERY

19.1.1 Configuration Item Groups in scope

The service center constitutes the centralized data centers, computer centers, communication centers, floor telecom rooms, server management rooms within the ODC, labs hosting equipment for experiments, new design and development and production environments. Services provided entitle each of these hosting zones fall in one category as Service Centers.

This includes all configuration items which are associated with setup of the following.
1. IT environment for systems, databases, hardware devices and storage equipment.
2. It also includes system software configurations including operating systems, firmware, middleware and system software configuration items.
3. Application systems are included in this group for application administrators to setup the system for utility.
4. External support services supplier agencies are in scope of this action
5. Customers who engage and have their representatives provide support for equipment, software or customer intellectual property configuration items.

19.1.2 Outage Response Plan

Sr.	Activity	Responsible	Accountable	Consult	**Inform**
1	Assess the impact of the event outage or disruption for the associated Configurable item (CI) in the Service Center (Service Center could mean any of the processing centres such as - Data Center, ODC, ODC Data Center, Lab, Critical Service Center)	Service Center Administrator	Service Center Delivery Head	Service Center Assessment and Response Plan	TIM-SME, Global business continuity, Business teams, ISG Compliance Managers, Risk officers and other interested parties as per Business
2	Seek support and actions as per the Service Center Response plan from all supporting units – Technology, Non-Technology, Security and Global continuity Liaison teams	Service Center Administrator	Service Center Delivery Head	Service Center Assessment and Response Plan	TIM-SME, Global business continuity, Business teams, ISG Compliance Managers, Risk officers and other interested parties as per Business

Sr.	Activity	Responsible	Accountable	Consult	**Inform**
3	Event communication	Service Desk	Location Manager IM	Service Desk notification template	TIM-SME, ISG, Business
4	After event reporting – Issues, Learning and documentation of risks and mitigation plans in Project and /or Function risk register	TIM system administrator and Project Manager	TIM Operations Head	Business unit teams and interested parties	All interested parties

20. RECOVERY RESPONSE – SYSTEMS CONFIGURATION

20.1.1 Configuration Item Groups in scope

This includes all configuration items which are associated with setup of the following.
1. IT environment for systems, databases, hardware devices and storage equipment.
2. It also includes system software configurations including operating systems, firmware, middleware and system software configuration items.
3. Application systems are included in this group for application administrators to setup the system for utility.
4. SME's as well as external support services supplier agencies are in scope of this action

20.1.2 Outage Response Plan

Sr.	Activity	Responsible	Accountable	Consult	**Inform**
1	Call logging with Service Desk , Supply chain desk assigned ticket number	TIM System administrator TIM / CIO / Corporate Services Eng Services	Location CS / TIM Operations Head / CIO Apps administrator	Standard operating procedures and Vendor support directory	All impacted and interested parties
2	Notify vendor and internal SME's	TIM System administrator TIM / CIO / Corporate Services Eng Services	Location CS / TIM Operations Head / CIO Apps administrator	TIM-PR-014	All impacted and interested parties
3	Identify the last known configuration from the repository	TIM System administrator CIO / Corporate Services Eng Services	Location CS / TIM Operations Head / CIO Apps administrator	TIM-PR-014	All impacted and interested parties
4	Initiate restoration of data	TIM System administrator CIO /	Location CS / TIM Operations	Supplier support	All impacted and interested parties

Sr.	Activity	Responsible	Accountable	Consult	**Inform**
		Corporate Services Eng Services	Head / CIO Apps administrator	services partner	
5	Validate the data restoration and check for meeting the RPO	TIM System administrator CIO / Corporate Services Eng Services	Location CS / TIM Operations Head / CIO Apps administrator	Supplier support services partner	All impacted and interested parties
6	Assessment of the configuration and validation by the respective unit	TIM System administrator CIO / Corporate Services Eng Services	Location CS / TIM Operations Head / CIO Apps administrator	Supplier support services partner	All impacted and interested parties
7	Event communication – resolution, restoration and service availability	TIM System administrator / CIO / Corporate Services Eng Services	Location CS / TIM Operations Head / CIO Apps administrator	Service Desk notification template	All interested parties
8	After event reporting – Issues, Learning - documentation of risks in risk register	TIM System administrator / CIO / Corporate Services Eng Services	Location CS / TIM Operations Head / CIO Apps administrator	Business unit teams and interested parties	All interested parties

21. RECOVERY RESPONSE – DENIAL OF SERVICE

21.1.1 Configuration Item Groups in scope

The denial of service is associated with any service impacted due to a denial of service attack or a distributed denial of service attack. This disruption essentially requires to be investigated and responded keeping in mind a spectrum of possibilities in view of cyber threats and vulnerabilities.

This includes all configuration items which are associated with setup of the following.
1. Corporate infrastructure owned and managed by Tech Mahindra CIO, TIM or Corporate Services teams
2. IT environment for systems, databases, hardware devices and storage equipment.
3. It also includes system software configurations including operating systems, firmware, middleware and system software configuration items.
4. Application systems are included in this group for application administrators to setup the system for utility.
5. External support services supplier agencies are in scope of this action
6. Customers who engage and have their representatives provide support for equipment, software or customer intellectual property configuration items.

Engagement of the Threat Intelligence team in the Incident management unit is important prior to handing off to the global business continuity actions

21.1.2 Outage Response Plan

Sr.	Activity	Responsible	Accountable	Consult	**Inform**
1	Login a Security Incident Management Report	TIM systems administrator	Function Head	Standard operating procedures and Vendor support directory	TIM-SME, ISG, Business
2	Engage with the SOC and Threat Intelligence Team	TIM systems administrator	Function Head	ISG- IMS team, GSOC and Refer to TIM-PR-014 procedures	TIM-SME, ISG, Business
3	Assess impact and contain	TIM systems administrator	Function Head	Refer templates aligned to TIM-PR-014 and identify business units / projects	TIM-SME, ISG, Business
4	Notify actions for system administrators	TIM systems administrator	Function Head	CMDB – ITIL database, ISG Emergency CAB team	RM TIM ; Service notification desk to all stake holders
5	Notify actions for associates	TIM systems administrator	Function Head	TM-PR-014 associated business units / projects	TIM-SME, ISG, Business
6	Event communication	Service Desk	Location Manager IM	Service Desk notification template	TIM-SME, ISG, Business

22. DOCUMENT CONTROL

Version Number	Date	Prepared By	Reviewed By	Approved By	Review Notes
1.0	12th Oct 2024	Jayesh	Shivani, Javed, Shahid and relevant stake holders for Lighthouse	Harsha Sastry	Service center Continuity Plan for GBC as an Essential service