

ONE BCM – POSTMAN

Steps to Complete - Communication

Business Continuity , Lighthouse & Website

Across Grades / RTOs

Data available in System



July 2024

Strengthen the BCP through MOU documentation.

Dear Manager, Important Note: This mail is neither spam nor unsolicited. In case you wish to seek an answer to your query please write back to Shivani Dalvi or just reply to this email.

Thank you for your support in responding to events.

The Memorandum of Understanding (MOU) for IT (Service support, Data backup & restore as well as ICT/Systems DR) is an essential component of BCP/DR . The MOU for Facilities services (Transportation, Food and Beverage, Stationary, Travel, Lodging and Boarding and associated Non-IT services) is critical during testing / Crisis Recovery. These MOU's enable you to respond, recover and meet your Recovery Time Objective (RTO) and Recovery Point Objective (RPO).

You may download the Help-aid from the link below & complete the action. <https://isg.techmahindra.com/Bcp-MOU-VITA-RECORDS.aspx> Note: Full URL embedded in Click here hyperlink is (URL:)

Communication briefing for Business Continuity Activities and Resources for Help – Memorandum of Understanding

Jul-24								
Count of Id		GRADE						
RTO	RTO Description	E1	P1	P2	U2	U3	U4	Grand Total
A	<= 1 hour	2	66	12		8	20	108
B	> 1 hr and <=8 hrs	2	40	4		6	16	68
C	> 8 hrs and <=24 hrs		6	6			2	14
D	> 24 hrs and <=48 hrs		32	6			4	42
E	>48hrs and <=72hrs		12	2			4	18
F	>72hrs and <=108hrs	3	10	8		4	4	29
X	Best Effort Recovery		18	2			8	28
ZX	Normal Plan But RTO Screen No Data Provided		2					2
ZY	Exclude Category-Slim Plan available		170	36	4	16	48	274
ZZ	Not Initiated Business Continuity Plan	4	134	68	24	22	24	276
Grand Total		11	490	144	28	56	130	859



ONE-BCM: Menu in LIGHTHOUSE & Important BCM Notes - FYI

Dear Manager,

We thank you from the Global Business Continuity Team (ISG) for your continuous support and engagement with us for the Business Continuity Management Initiatives and Activities. We are sharing here a few quick notes to help you succeed in exhibiting business continuity plans and associated results.

1. Browse the ISG Website (<https://isg.techmahindra.com>) to be aware of resources available.
2. If you are a secondary project manager it is important that you get in touch with the GBC team to activate your project id for documenting the business continuity plan. Applicable secondary projects are included in the Primary Project roll up plan as a cross reference . Hence you can refer to the primary project id continuity plan to exhibit in case requested by the internal / external auditor.
3. Participate in the mechanized call tree drill by responding to the notification from the system id: Calltree@techmahindra.com
4. As you are aware, the ONE BCM menu helps you as the one place stop for all essential exhibits in Business Continuity during customer, auditor, assessor interactions.
5. Generate a fresh Project Roll Up Plan, orient your teams of actions documented and planned in the plan. Ensure the MOUs for ICT/DR services and Facilities are documented.
6. Ensure that you schedule, engage, participate in the business recovery exercise.
7. Ensure you also schedule, test your data backup / recovery as a continuous activity to ensure data availability.
8. Participate in the ICT/DR system recovery and fail over exercises conducted for dependent ICT infrastructure, applications
9. Ensure you have a documented crisis communication plan to notify your team members, management and customers in the continuity plan.
10. Please refer the section (<https://isg.techmahindra.com/BCP-Audit.aspxin>) on the ISG Website to prepare yourself for the internal / external Business Continuity Audit. Note: Full URL embedded in Click here hyperlink is (URL:)

24th and 27th Sept 2024 Briefing Note : Menus in Lighthouse and Activities to be done with reference to Help aid and Web site

Count of Id		GRADE								
RTO	RTO Description	E1	E2	P1	P2	U1	U2	U3	U4	Grand Total
A	<= 1 hour	3		139	46		1	15	48	252
B	> 1 hr and <=8 hrs	2		105	18		1	18	40	184
C	> 8 hrs and <=24 hrs			59	19		2		15	95
D	> 24 hrs and <=48 hrs	1		83	24		4	8	15	135
E	>48hrs and <=72hrs	1		48	17		2	6	17	91
F	>72hrs and <=108hrs	7		60	23			8	21	119
X	Best Effort Recovery	1		54	24		3	5	23	110
ZX	Normal Plan But RTO Screen No Data Provided			9	2			3	4	18
ZY	Exclude Category-Slim Plan available	7		319	108		9	21	92	556
ZZ	Not Initiated Business Continuity Plan	18	2	351	190	2	53	62	171	849
Grand Total		40	2	1227	471	2	75	146	446	2409



October 2024

ONE-BCM: Menu in LIGHTHOUSE & Important BCM Notes - FYI

Dear Manager,

We thank you from the Global Business Continuity Team (ISG) for your continuous support and engagement with us for the Business Continuity Management Initiatives and Activities.

We are sharing here a few quick notes to help you succeed in exhibiting business continuity plans and associated results.

1. Browse the ISG Website (<https://isg.techmahindra.com>) to be aware of resources available.
2. As a secondary project manager if you assess that an independent business continuity plan is an essential deliverable it is important that you get in touch with the GBC team to activate your project-id to be assigned in the "SHOW" risk assessed category.
3. As a Secondary Project Manager if you do not assess the need of an Exclusive business continuity plan you can access the secondary project-id in LIGHTHOUSE and exhibit the continuity plan on screen which is aligned with the upward aligned Primary project id. Please access the same in LIGHTHOUSE to be well aware and confident prior to the audit / assessment for a successful audit / assessment session.
4. Participate in the mechanized call tree drill by responding to the notification from the system id: Calltree@techmahindra.com
5. As you are aware, the ONE BCM menu helps you as the one place stop for all essential exhibits in Business Continuity during customer, auditor, assessor interactions.
6. Generate a fresh Project Roll Up Plan, orient your teams of actions documented and planned in the plan. Ensure the MOUs for ICT/DR services and Facilities are documented.
7. Ensure that you schedule, engage, participate in the business recovery exercise.
8. Ensure you also schedule, test your data backup / recovery as a continuous activity to ensure data availability.
9. Participate in the ICT/DR system recovery and fail over exercises conducted for dependent ICT infrastructure, applications.
10. Ensure you have a documented crisis communication plan to notify your team members, management and customers in the continuity plan.
11. Please refer the section (<https://isg.techmahindra.com/BCP-Audit.aspxin>) on the ISG Website to prepare yourself for the internal / external Business Continuity Audit.

28th Oct 2024 : Simple points to follow for Business Continuity, Reference to Website across Managers as an Orientation

Count of Id	GRADE													
RTO	RTO Description	E1	E2	E3	P1	P2	RG1	RG2	U1	U2	U3	U4	VIS	Grand Total
A	<= 1 hour	31	6		330	157				7	35	104		670
B	> 1 hr and <=8 hrs	32	2	3	173	87				5	33	72		407
C	> 8 hrs and <=24 hrs	6			102	38				4	6	28	1	185
D	> 24 hrs and <=48 hrs	6	2		173	74				4	11	28		298
E	>48hrs and <=72hrs	5	1		98	60				6	8	27		205
F	>72hrs and <=108hrs	25	4	4	95	49				2	14	37		230
X	Best Effort Recovery	10	5	2	103	64				4	10	31		229
ZX	Normal Plan But RTO Screen No Data Provided				18	6	4	1			4	11		44
ZY	Exclude Category-Slim Plan available	34	3		524	203	1			14	48	168		995
ZZ	Not Initiated Business Continuity Plan	339	138	53	806	583	128	80	4	96	209	421	14	2871
Grand Total		488	161	62	2422	1321	133	81	4	142	378	927	15	6134