Global Business Continuity

Testing Tutor

Browse on Intranet : https://isg.techmahindra.com/Bcp.aspx

AUDIT FINDINGS (CONTD..)

Non Conformity (NC): NC B – Minor

> Projects: Projects have conducted only call tree drills. Business continuity exercises to test the end to end continuity of customer business operations have not been conducted.

Activity + VIVA + Risk Action NC

> Projects: In certain projects, team has access to PII. However project has been marked as Not Applicable for organization's Privacy management processes and no further action taken in the form of any PIA / privacy risk assessment.

Count of Schedule Id		Year		
Account Name	Exercise Name	2022	2023	Grand Total
Airbnb	Business Recovery exercise		8	8
AT&T	Business Recovery exercise	5	6	11
Bank of Ireland	Business Recovery exercise	1		1
BASF Corporation	Business Recovery exercise	1		1
BT	Business Recovery exercise		1	1
Chinese Banking Corporation Limited	Business Recovery exercise	1		1
Coosea Group	Business Recovery exercise	1		1
eatOS POS Inc	Business Recovery exercise	1		1
Epic Games	Business Recovery exercise		9	9
F5 Networks, Inc	Business Recovery exercise	1		1
Google	Business Recovery exercise	1	3	4
IBM	Business Recovery exercise	1		1
Integris	Business Recovery exercise		2	2
Planned Parenthood	Business Recovery exercise	1		1
Rakuten	Business Recovery exercise	2		2
ServiceNow	Business Recovery exercise		2	2
Singtel	Business Recovery exercise		1	1
StarHub Ltd	Business Recovery exercise	1		1
TelefÃ³nica, S.A	Business Recovery exercise		3	3
Grand Total		17	35	52

MGT RESPONSE

Microsoft Edge
PDF Document

2022-2023	
19	Customer Groups
17	2022
35	2023
52	Total
7	Active
1	Retired
44	Completed
84.61538	%

Microsoft Edge
PDF Document

Standard : Requirements : ISO22301:2019

8.5 Exercise programme

The organization shall implement and maintain a programme of exercising and testing to validate over time the effectiveness of its business continuity strategies and solutions.
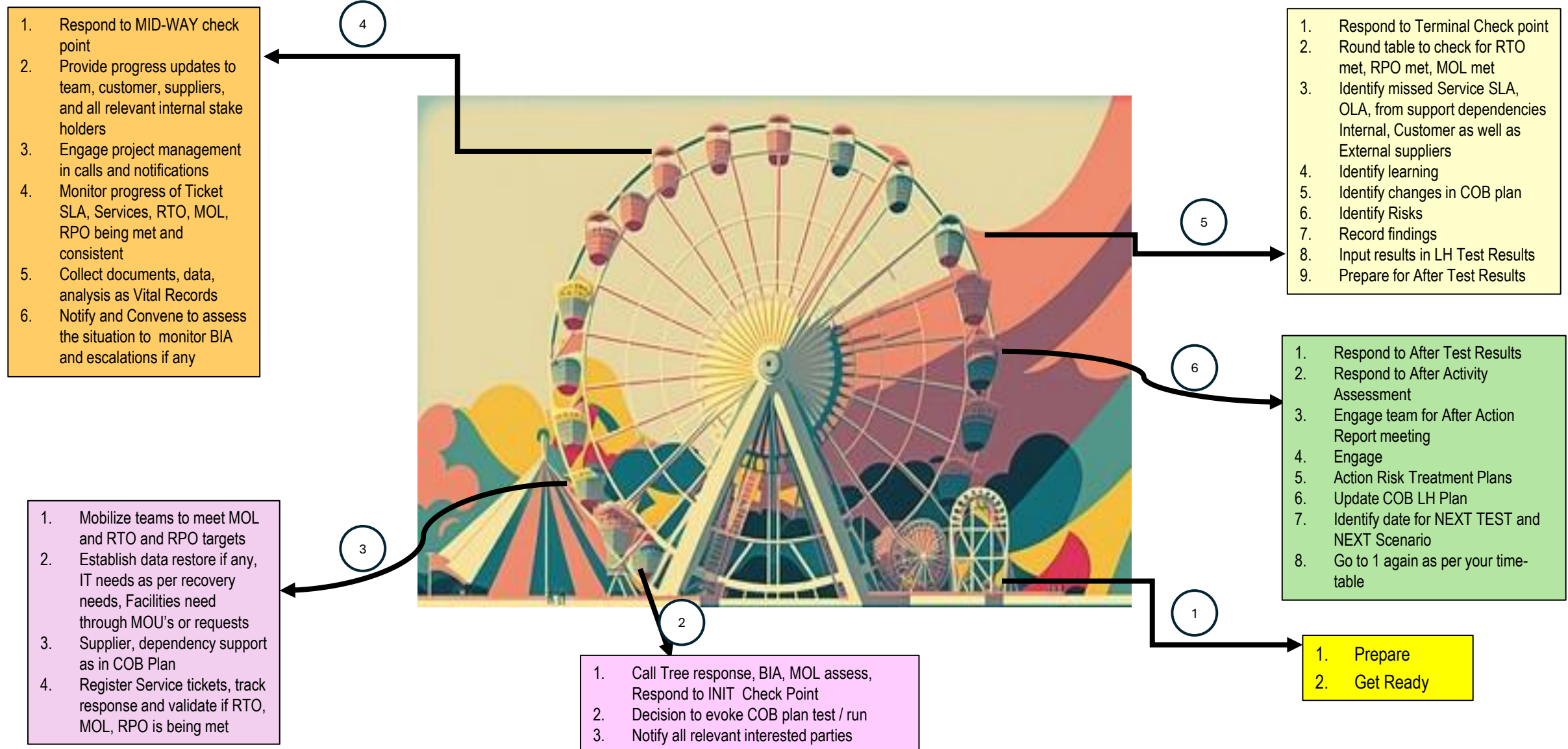
The organization shall conduct exercises and tests that:

a) are consistent with its business continuity objectives;

b) are based on appropriate scenarios that are well planned with clearly defined aims and objectives;

c) develop teamwork, competence, confidence and knowledge for those who have roles to perform in relation to disruptions;

d) taken together over time, validate its business continuity strategies and solutions;

e) produce formalized post-exercise reports that contain outcomes, recommendations and actions to implement improvements;

f) are reviewed within the context of promoting continual improvement;

g) are performed at planned intervals and when there are significant changes within the organization or the context in which it operates.

The organization shall act on the results of its exercising and testing to implement changes and improvements.

A. The implementation program through Lighthouse
B. We have begun with multiple types of drills
C. The Business Recovery Exercise and Roles enable teamwork
D. Testing enables
E. Check points and learnings enable this
F. Continual improvement a part of life
G. Beginning establishes the next intervals
H. Risks and Learnings improvise continuity plans and preparedness

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4
1. Respond to MID-WAY check point
2. Provide progress updates to team, customer, suppliers, and all relevant internal stake holders
3. Engage project management in calls and notifications
4. Monitor progress of Ticket SLA, Services, RTO, MOL, RPO being met and consistent
5. Collect documents, data, analysis as Vital Records
6. Notify and Convene to assess the situation to monitor BIA and escalations if any

5
1. Respond to Terminal Check point
2. Round table to check for RTO met, RPO met, MOL met
3. Identify missed Service SLA, OLA, from support dependencies Internal, Customer as well as External suppliers
4. Identify learning
5. Identify changes in COB plan
6. Identify Risks
7. Record findings
8. Input results in LH Test Results
9. Prepare for After Test Results

6
1. Respond to After Test Results
2. Respond to After Activity Assessment
3. Engage team for After Action Report meeting
4. Engage
5. Action Risk Treatment Plans
6. Update COB LH Plan
7. Identify date for NEXT TEST and NEXT Scenario
8. Go to 1 again as per your time-table

3
1. Mobilize teams to meet MOL and RTO and RPO targets
2. Establish data restore if any, IT needs as per recovery needs, Facilities need through MOU's or requests
3. Supplier, dependency support as in COB Plan
4. Register Service tickets, track response and validate if RTO, MOL, RPO is being met

2
1. Call Tree response, BIA, MOL assess, Respond to INIT Check Point
2. Decision to evoke COB plan test / run
3. Notify all relevant interested parties

1
1. Prepare
2. Get Ready

Drill Scheduled

Fri 6/21/2019 7:06 PM

ISG BCP REVIEWER

Project Exercise has been Scheduled for 000000000009111 - Vodafone

To   Bhavna Nathwani

Cc   Sushant Wagh; ☐ **ISG BCP REVIEWER**; ☐ **GBC Alarms**

Information Security Group
Dashboard

Dear **Nathwani,Bhavna**,

The **Business unit Table top exercise** Exercises has been scheduled for your **Project(s)**. Details are as below:

Sr No.	Schedule Id	Customer Group Id	Customer Group Name	Project Id	Project Name	Exercise Category	Crisis Scenario	Location	Planned Date
1.	S000276	0280	Vodafone	000000000009111	VHA BAU Sales & Care ASAPISAAC	Business unit Table top exercise	Site outage exercise	TechM-Pune-Hinjewadi	31-Jul-2019

Request you to make a note of the same and Complete the test per the schedule.

Ensure that the exercise results are updated in the ISG Dashboard to comply standards of the program.

This ensures compliance to customer requirements.

For any support and queries raise call in the HUB Easy-> HUB-> ISG-> **Business continuity management**

Drill Rescheduled

Tue 12/3/2019 4:29 PM

ISG BCP REVIEWER

Project exercise parameters modified

To   Sridhar Mandava

Cc   ⊞ **ISG BCP REVIEWER**; ⊞ **GBC Alarms**

Information Security Group
Dashboard

Dear **Mandava,Sridhar,**

One or more parameters of The **Business Recovery exercise** has been modified for your **Project(s) Account** as below:

Sr No.	Schedule Id	Customer Group Id	Customer Group Name	Project Id	Project Name	Exercise Category	Crisis Scenario	Location	Planned Date
1.	S00046	0428	Juniper Networks India Pvt Ltd	C13000000010882	Juniper_GEO DC Opporty_Cloud	Business Recovery exercise	No building	TechM-Hyd-Infocity	07-Jan-2020

Request you to make a note of the same and Complete the test as per the schedule.

Ensure that the exercise results are updated in the ISG Dashboard to comply standards of the program.

This ensures compliance to customer requirements.

For any support and queries raise call in the HUB Easy-> HUB-> ISG-> **Business continuity management**

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LIGHTHOUSE

Alert: INTERNAL - TIM_Network Exercise LAN infrastructure failover test due in 3 day(s)

GA · GBC ALARMS <GBCAlaram@techmahindra.com>

To Abhimanyu Sethi (TIM); Anoop Kumar Pandey1

Cc ⊞ **ISG BCP REVIEWER**; ⊞ **GBC Alarms**

Tue 10/24/2023 8:00 AM

☺ | ↩ Reply | ↩ Reply All | → Forward | ⊞ | ⋯

Dear **Sethi,Abhimanyu,**

Business continuity Exercises are due for One or more project(s) in 3 days

Sr No.	Schedule Id	Customer Group Id	Customer Group Name	Project Id	Project Name	Exercise Category	Crisis Scenario	Location	Planned Date
1	S0003035	0350	INTERNAL	000000000011925	TIM_Network	LAN infrastructure failover test	Critical Infrastructure Disruption	TechM-Noida-Sec-62-B-19	27-Oct-2023

Ensure that the exercise results are updated in the ISG Dashboard to comply standards of the program. This ensures compliance to customer requirements.

For any support and queries raise call in the HUB Easy->HUB-> ISG-> **Business Continuity Management:**

Thanks

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2 Days Advance Drill Reminder

Alert: INTERNAL - Cyber Security Exercise Appliance / Host – Failover/Rebuild due in 1 day(s)

GA GBC ALARMS <GBCAlaram@techmahindra.com>

To Kaustubh Deshpande; Shashank Andey

Cc ⊞ **ISG BCP REVIEWER**; ⊞ **GBC Alarms**

Sun 2/4/2024 8:00 AM

☺ ↩ Reply   ↩ Reply All   → Forward   ⧉   ⋯

Dear **Deshpande,Kaustubh**,

Business continuity Exercises are due for One or more project(s) in One day

Sr No.	Schedule Id	Customer Group Id	Customer Group Name	Project Id	Project Name	Exercise Category	Crisis Scenario	Location	Planned Date
1	S0004064	0350	INTERNAL	000000000016451	Cyber Security	Appliance / Host – Failover/Rebuild	Critical Infrastructure Disruption	TechM-UK-Milton Keynes-Schwab	05-Feb-2024

Ensure that the exercise results are updated in the ISG Dashboard to comply standards of the program. This ensures compliance to customer requirements.

For any support and queries raise call in the HUB Easy->HUB-> ISG-> **Business Continuity Management:**

Thanks

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LIGHTHOUSE

Alert: INTERNAL - TIM_WTG Exercise LAN – Services -Systems Failover & restore – Switch, DC, Email, ,DHCP, Print Server due in 1 day(s)

GA GBC ALARMS <GBCAlaram@techmahindra.com>

☺ ↩ Reply   ↩ Reply All   → Forward

To Vikramjit Singh (TIM); Abid Mir

Cc ⊞ **ISG BCP REVIEWER**; ⊞ **GBC Alarms**

Thu 2/8/2024 8:00 AM

Dear **Singh,Vikramjit**,

Business continuity Exercises are due for One or more project(s) in One day

Sr No.	Schedule Id	Customer Group Id	Customer Group Name	Project Id	Project Name	Exercise Category	Crisis Scenario	Location	Planned Date
1	S0003897	0350	INTERNAL	000000000011932	TIM_WTG	LAN – Services -Systems Failover & restore – Switch, DC, Email, ,DHCP, Print Server	Critical Infrastructure Disruption	TechM-UK-Milton Keynes-Elder	09-Feb-2024

Ensure that the exercise results are updated in the ISG Dashboard to comply standards of the program. This ensures compliance to customer requirements.

For any support and queries raise call in the HUB Easy->HUB-> ISG-> **Business Continuity Management:**

Thanks

Tech Mahindra Global Business Continuity

Missed Schedule Alarm

Thu 12/12/2019 4:56 AM

GBC Alarms

Alarm Id - 1001 Alarm Notification: Missed test schedule and Report for Delivery of Unity Package - Unity Technologies

To   Srinivasa Thadakanahalli Ramachandraf
Cc   ⊞ **ISG BCP REVIEWER**; ⊞ **GBC Alarms**
ⓘ Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Dear **T R,Srinivasa,**

Please note that the below test scheduled is not complete. Please update the test results in the BCM toolkit to achieve 100% compliance.

Sr No.	Schedule Id	Customer Group Id	Customer Name	Project Id	Project Name	Exercise Category	Crisis Scenario	Location	Planned Date
1.	S0003	5221	Unity Technologies	000000000034891	Delivery of Unity Package	Business unit Table top exercise	Site outage exercise	TechM-Blr-ITC5-4-5Floor	21 -Oct-2019

Thanks

Tech Mahindra Global Business Continuity Team

Powered By : Alarm Central

LIGHTHOUSE

Tue 12/3/2019 8:13 PM

ISG BCP REVIEWER

Exercise Results have been updated for MT_BB2_FP_BOLD - AT&T

To ☐ Gaurav.2.Bhargava

Cc ☐ Vaman Dabholkar; ☐ Bhavesh Patel; ☐ Pallavi.2.Mahajan; ☐ Vipul Verma1; ☐ Chandrakant Choudhari; ☐ Partha Chatterjee; ☐ Vinay.2.Purohit; ☐ Himani Goel; ☐ Shreedhar Neelaraddi; ☐ Nitin Sood; ☐ Anitha Rashmi Elangovan; ☐ Ravish Gupta; ☐ Parag Mahesh Deshpande; ☐ Monika Kolhe; ⊞ **ISG BCP REVIEWER**; ⊞ **GBC Alarms**

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Information Security Group
Dashboard

Thanks for updating the Exercise **Business unit Table top exercise** results for Schedule ID S0001955 MT_BB2_FP_BOLD(000000000038708) on the system.

We appreciate your participation and engagement in the continuity management program.

Updated By: Gaurav.2.Bhargava

Thanks

Tech Mahindra Global Business Continuity

This is a system generated message. Please do not reply to this mail

📅 Schedules, Additional Schedule, Exclusion, Reschedule

❑ Questions Why is the test scheduled ?

❑ Questions Is this applicable to your project ?

❑ Any other typical business compliance requirement question

📢 Your Compliance Lead / Officer will help :

❖ Please write to Shilpa and have a 1:1 with your compliance manager.

❖ The only person who can give you direction to all the discounts / deviation approvals will be Shilpa as a Facilitator

❖ Best is to contact your Compliance Lead independently

Biz Continuity Team Who's Who

Shivani Dalvi

Microsoft Edge PDF Document

- ❖ Basic Disaster Risk Reduction – GIDM
- ❖ ISEA Certified Cyber Hygiene Practitioner – MeitY (GOI)
- ❖ ISO 22301 Certified
- ❖ TISA Certified BCP/DR Professional

Jayesh Khade

Microsoft Edge PDF Document

- ❖ Basic Disaster Risk Reduction – GIDM
- ❖ ISEA Certified Cyber Hygiene Practitioner – MeitY (GOI)
- ❖ ISO22301 Certified

SK Javed

Microsoft Edge PDF Document

- ❖ Basic Disaster Risk Reduction – GIDM
- ❖ ISEA Certified Cyber Hygiene Practitioner – MeitY (GOI)
- ❖ ISO 22301 attended
- ❖ TISA Certified BCP/DR Professional

Shaik Shahid

Microsoft Edge PDF Document

- ❖ Basic Disaster Risk Reduction – GIDM
- ❖ ISEA Certified Cyber Hygiene Practitioner – MeitY (GOI)
- ❖ ISO22301 attended
- ❖ TISA Certified BCP/DR Professional

Using the Chat line of this Group Call

📌 **The Chat line of this call will not be answered after the call ends.**

✓ *Connect with individuals in the Biz Continuity Team rather than the chat as this is a meeting and most will exit this group after the meeting*

✓ *Intranet website has all information – so you do not need to write down anything*

🤝*Thank you for understanding*