

E-1013 : BRE Terminal: Exercise Closing Assessment

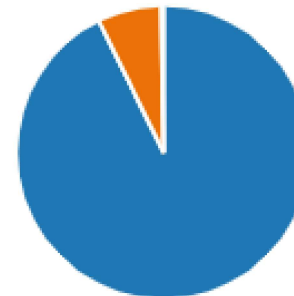
399
Responses

09:35
Average time to complete

Closed
Status

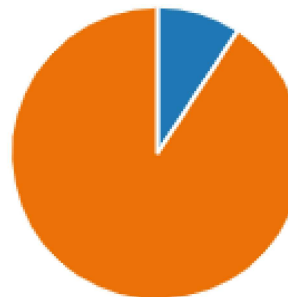
1. Are you safe and available for recovery and business continuity of services?

● SAFE and AVAILABLE	370
● SAFE and NOT AVAILABLE	28
● NOT SAFE and NOT AVAILABLE	1



2. Are you an active participant in the exercise?

● Yes	37
● No	362



3. What were the Reported evacuation emergencies ?

37
Responses

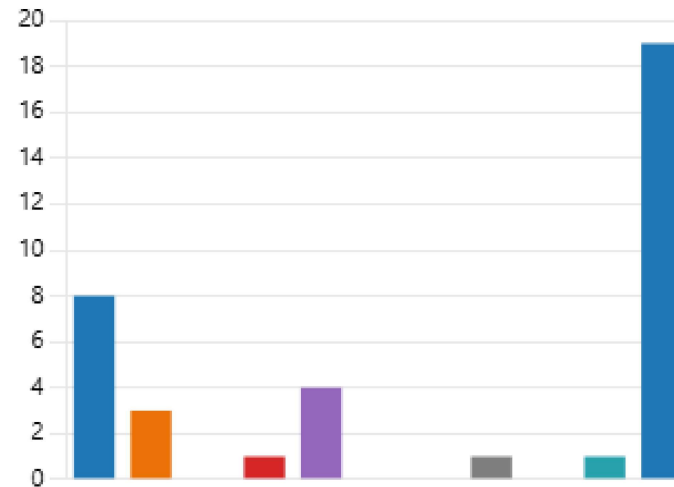
Latest Responses

4 respondents (11%) answered **none** for this question.

Natural Calamity **Evacuate building**
Delhi **Indirect disruptions** **guided properly** **Disruption in services** **flood disast**
Power outage **Disruption** **none** **WFH** **Stay calm**
agitation protests
TERMINAL Checkpoint **WFH mode** **Chennai cyclone** **No Any Impact** **IBCE event**
Checkpoint assessment **working remo**

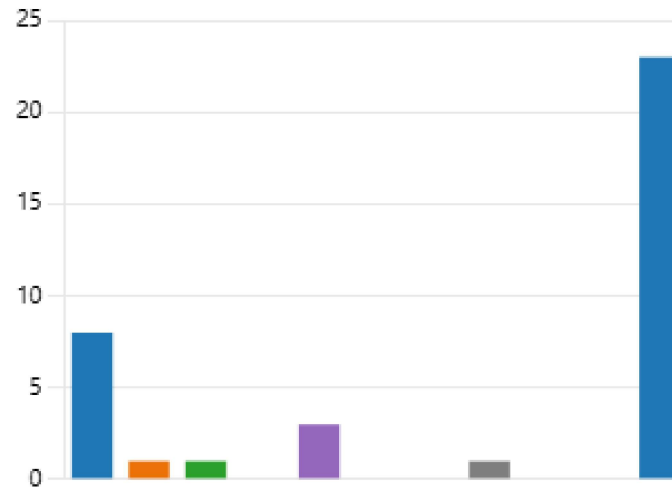
4. Logged in Number of Service Tickets for IT Needs Services

● 1	8
● 2	3
● 3	0
● 4	1
● 5	4
● 6	0
● 7	0
● 8	1
● 9	0
● 10	1
● Other	19



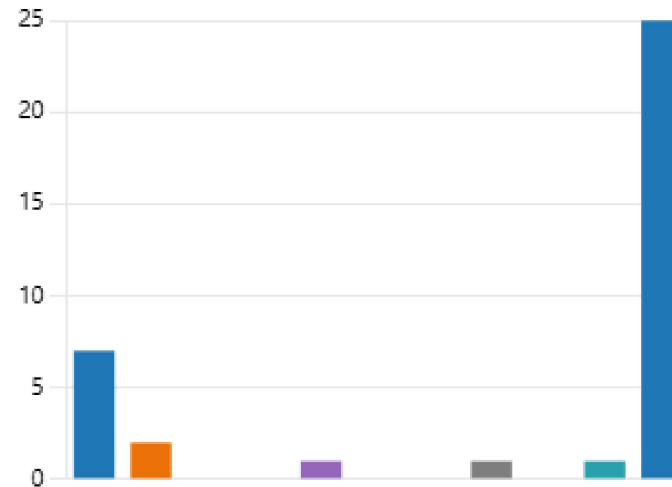
5. Logged in Number of Service Tickets for Application outages

● 1	8
● 2	1
● 3	1
● 4	0
● 5	3
● 6	0
● 7	0
● 8	1
● 9	0
● 10	0
● Other	23



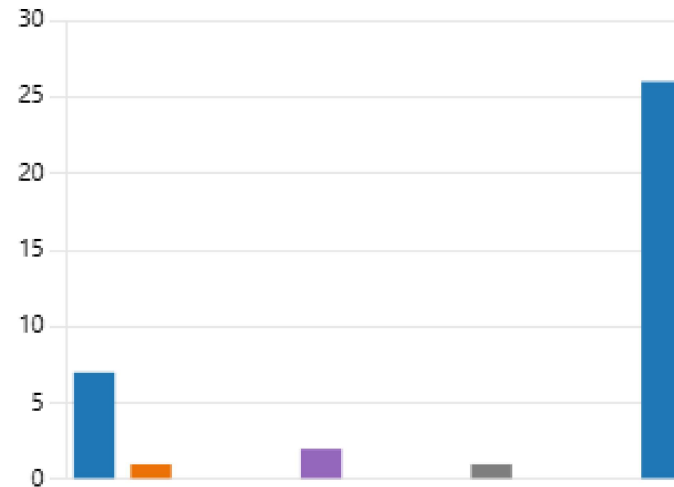
6. Logged in Number of Service Tickets for Exception Access for Security Clearance

● 1	7
● 2	2
● 3	0
● 4	0
● 5	1
● 6	0
● 7	0
● 8	1
● 9	0
● 10	1
● Other	25



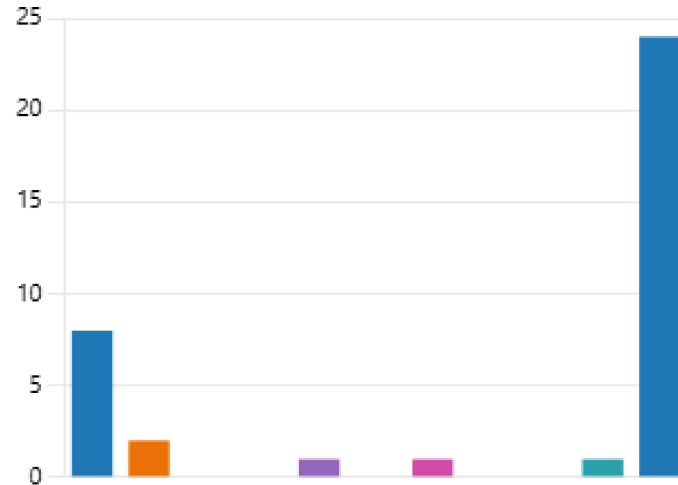
7. Logged in Number of Service Tickets for Supplier support

1	7
2	1
3	0
4	0
5	2
6	0
7	0
8	1
9	0
10	0
Other	26



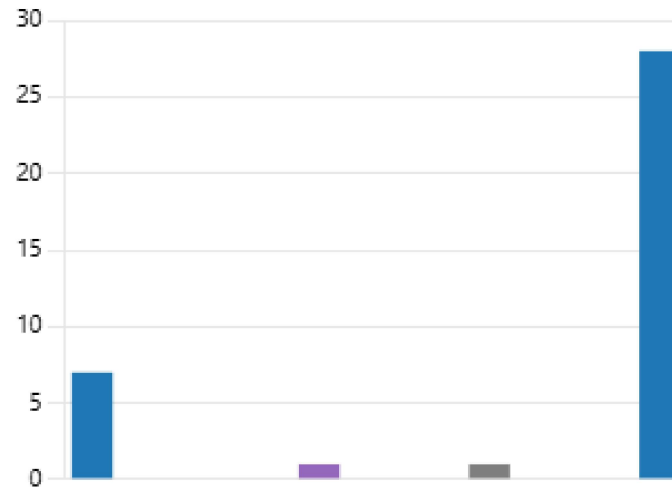
8. Logged in Number of Service Tickets for Facilities Support

● 1	8
● 2	2
● 3	0
● 4	0
● 5	1
● 6	0
● 7	1
● 8	0
● 9	0
● 10	1
● Other	24



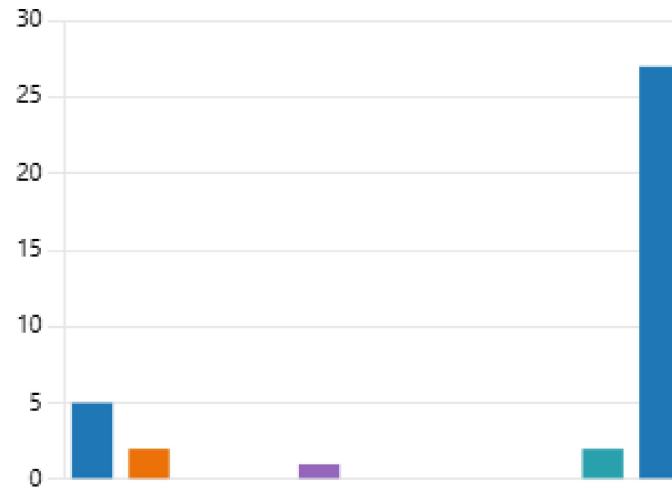
9. Number of Medical emergencies in the test window reported to BHR for support

● 1	7
● 2	0
● 3	0
● 4	0
● 5	1
● 6	0
● 7	0
● 8	1
● 9	0
● 10	0
● Other	28



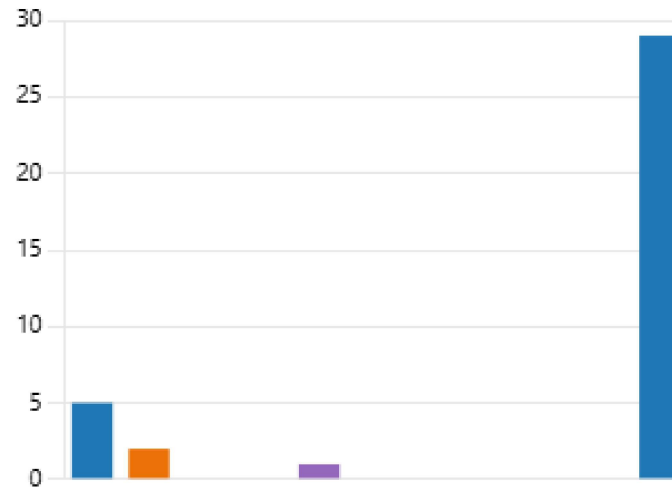
10. Data restoration - number of files

● 1	5
● 2	2
● 3	0
● 4	0
● 5	1
● 6	0
● 7	0
● 8	0
● 9	0
● 10	2
● Other	27



11. Data restoration issues reported

1	5
2	2
3	0
4	0
5	1
6	0
7	0
8	0
9	0
10	0
Other	29



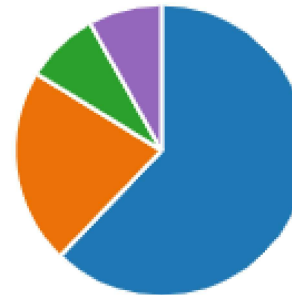
12. Data restoration operation meeting RPO

Yes	21
No	16



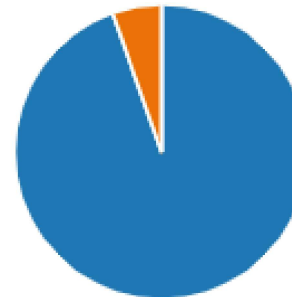
13. In how much time was the business up and running meeting minimum operating level?

● Immediate recovery < = 1 hour	23
● > 1 hour and < = 4 hours	8
● > 4 hours and < = 24 hours	3
● > 24 hours	0
● Other	3



14. Was the project management engaged in the test?

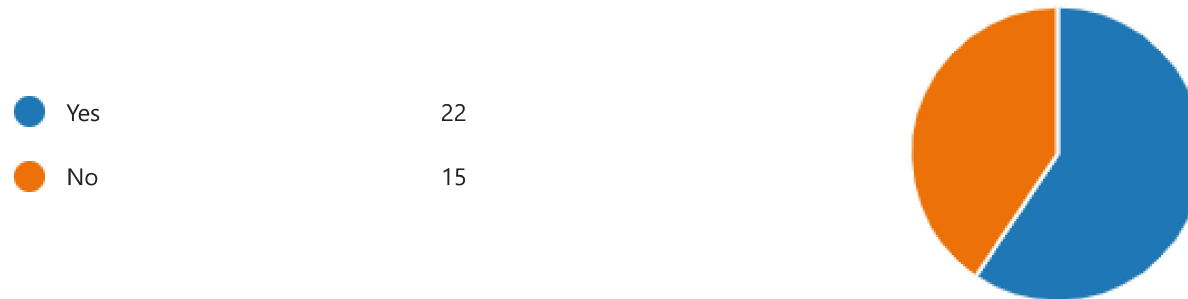
● Yes	35
● No	2



15. Did you meet the RTO of the Project

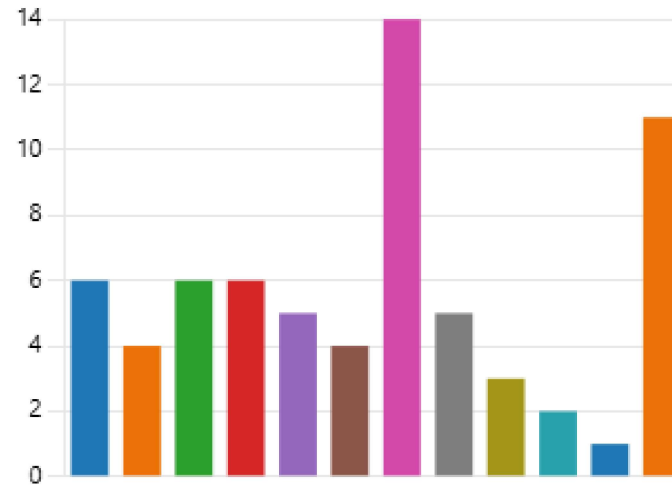


16. Was customer notified about the test progress for the complete test window



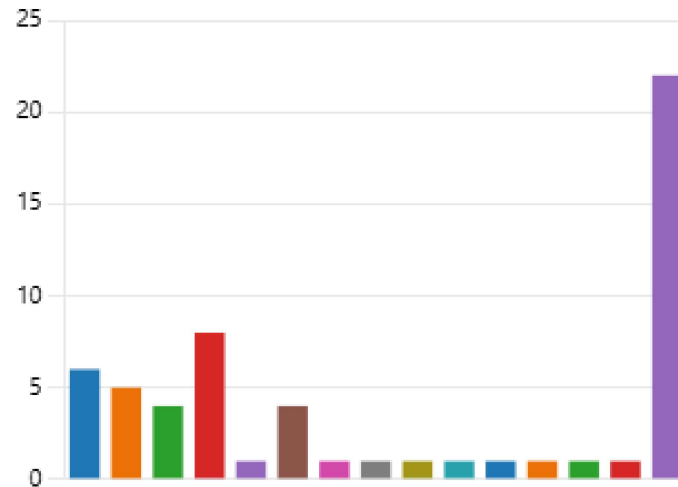
17. Learnings

- MOU with Corporate Services wi... 6
- MOU with Technical Infrastructu... 4
- Transportation delays to reach o... 6
- Transport delays to reach home ... 6
- Need to upgrade recovery strat... 5
- Need to review the RTO rating ... 4
- Team requires to be aware of th... 14
- Responsiveness to reach 100% r... 5
- Customer Application outage co... 3
- Power outage at residence redu... 2
- Absenteeism reduces capability ... 1
- Other 11



































18. Document the identified potential causes and/or Risk/s for Recovery, Availability and Continuity across the Preparation, Init, Mid-Way, Terminal phases of the exercise
























● Isolation risk	6
● Concentration risk	5
● Customer dependency risk	4
● Data restoration turnaround risk	8
● Unsigned Internal MOU risk	1
● IT Needs Service Delivery Undefi...	4
● Loss of RTO due to non-availabil...	1
● Loss of RTO and RPO due to Sys...	1
● Loss of RTO due to missing Me...	1
● Loss of RTO due to missing Me...	1
● Loss of RTO due to SLA with Ext...	1
● Loss of RTO due to supplier imp...	1
● Loss of RTO due to disruption in...	1
● Loss of RTO due to extended ET...	1
● Other	22



19. **Select your Project ID (You may either use the drop down or select the OTHERS option. MS Forms has this limitation which we will speak to Microsoft for a better UI.. Thanks for understanding.)**
























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