

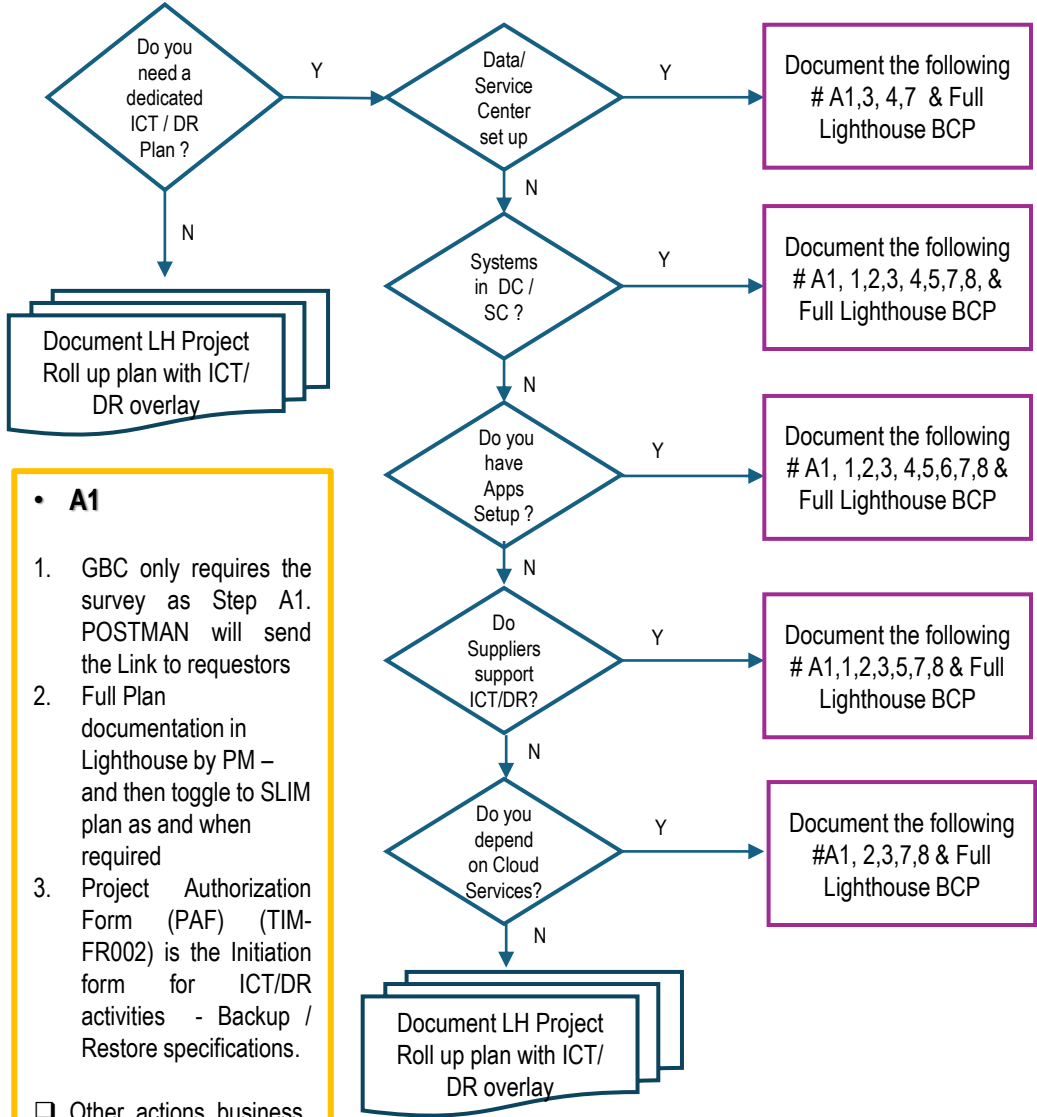


# Global Business Continuity

## Navigator Insight

**BCMS Intranet to point :** <https://isg.techmahindra.com/Bcp.aspx>

For ISG Assistance : <https://isg.techmahindra.com>



- **A1**
  - 1. GBC only requires the survey as Step A1. POSTMAN will send the Link to requestors
  - 2. Full Plan documentation in Lighthouse by PM – and then toggle to SLIM plan as and when required
  - 3. Project Authorization Form (PAF) (TIM-FR002) is the Initiation form for ICT/DR activities - Backup / Restore specifications.
- Other actions business must document for team recovery needs (1,2,3,4,5,6,7,8)



- Training, Orientation, TISA Certification for DR Reps
- Strategic Direction and Sign off alignment to Framework/s
- Setting up Roles, Teams
- Timetable of Activities aligned to documentation
- Supplier integration ( Service Continuity Planning)
- Internal Support OLA- Memorandum Of Understandings
- Business Continuity / ICT DR Plan documentation utilizing LIGHTHOUSE, Templates and Vital document control . Annexure of Supplier CoB, Internal MoU's.
- Plan sign off by Business Head and Customer Rep
- Testing the Business Continuity / ICT DR Plan with Business inclusive engagement, Data backup / restore / vaulting, System Outage testing, Supplier Engaged Testing, Infrastructure Fail Over tests, Plan Walk Through and People safety testing for response through CALL TREES.
- After Test Results Analysis and Action Plans follow to update the Plan documentation



A1*	ICT-101	ICT 101 Survey – connect with Global Business Continuity for the survey link
1	TIM-FR011	Systems Individual Asset Risk Assessment
2	TIM-FR020	Project Recovery - IT Recovery for TIMgt
3	TIM-FR021	Service Stoppage Recovery
4	L7 Lighthouse	Service Center Continuity Plan template
5	L8 Lighthouse	Project Systems Assessment Questionnaire
6	L9 Lighthouse	Apps Recovery Continuity Plan
7	L25 Lighthouse	Inter-Group Memorandum of Understanding
8	SCP-101 Lighthouse	Supplier Business Continuity Plan Template

# Business Continuity Response



## CISO

- ❑ Leadership council updates

## Global Business Continuity

- Location Council engagement
- Situation update

## Crisis Communication

- Internal & External Communication
- Awareness
- Social Media Control

## Corporate Services, CIO & Tech Infrastructure Mgt

- Safety at Office
- Wellness at Office
- IT readiness
- Facilities readiness
- Data Center & CIO applications
- Online monitoring

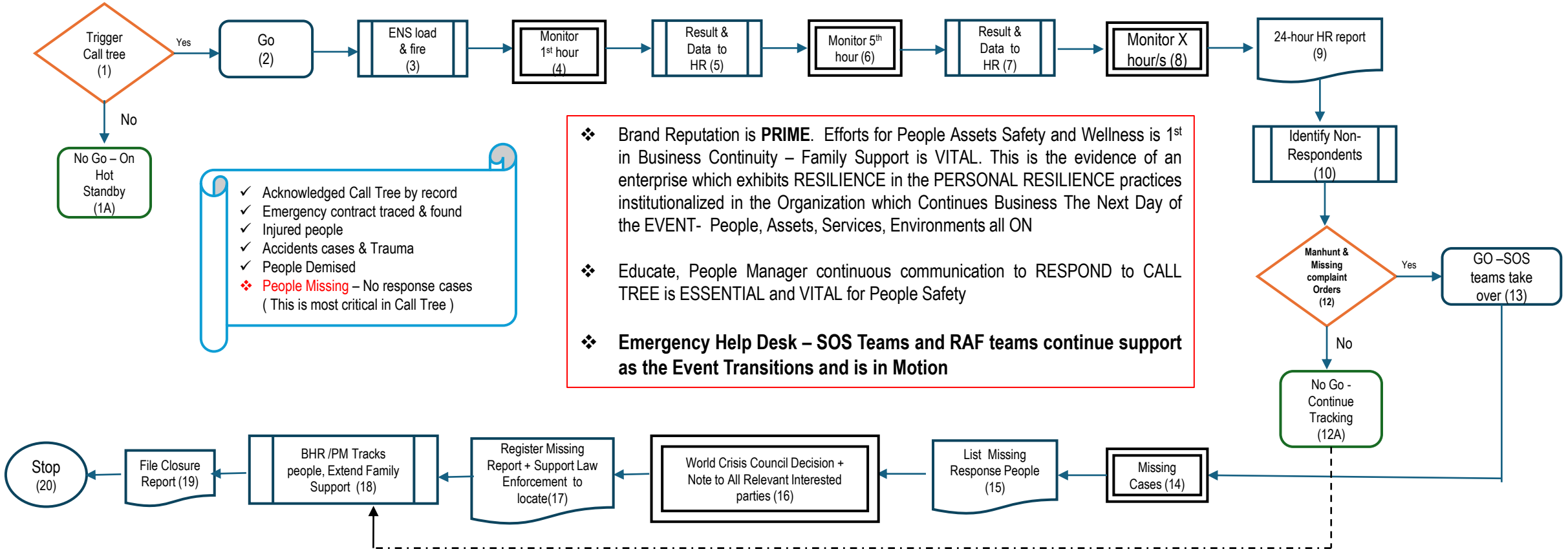
## IBU, SBU, Customer & Internal Delivery Accounts

- BCP Plan activation
- Testing plans
- Monitoring recovery
- Meeting SLA and Recovery time objectives
- Customer updates

**Business Continuity & Crisis Management Framework – governs the process across events**



- Call Tree – End Point is Man hunt and Finally a Missing Complaint by Corporation with Law Enforcement Agencies in respective Jurisdiction with External Agencies Coordination as per World Crisis Council Assessment Call Decision

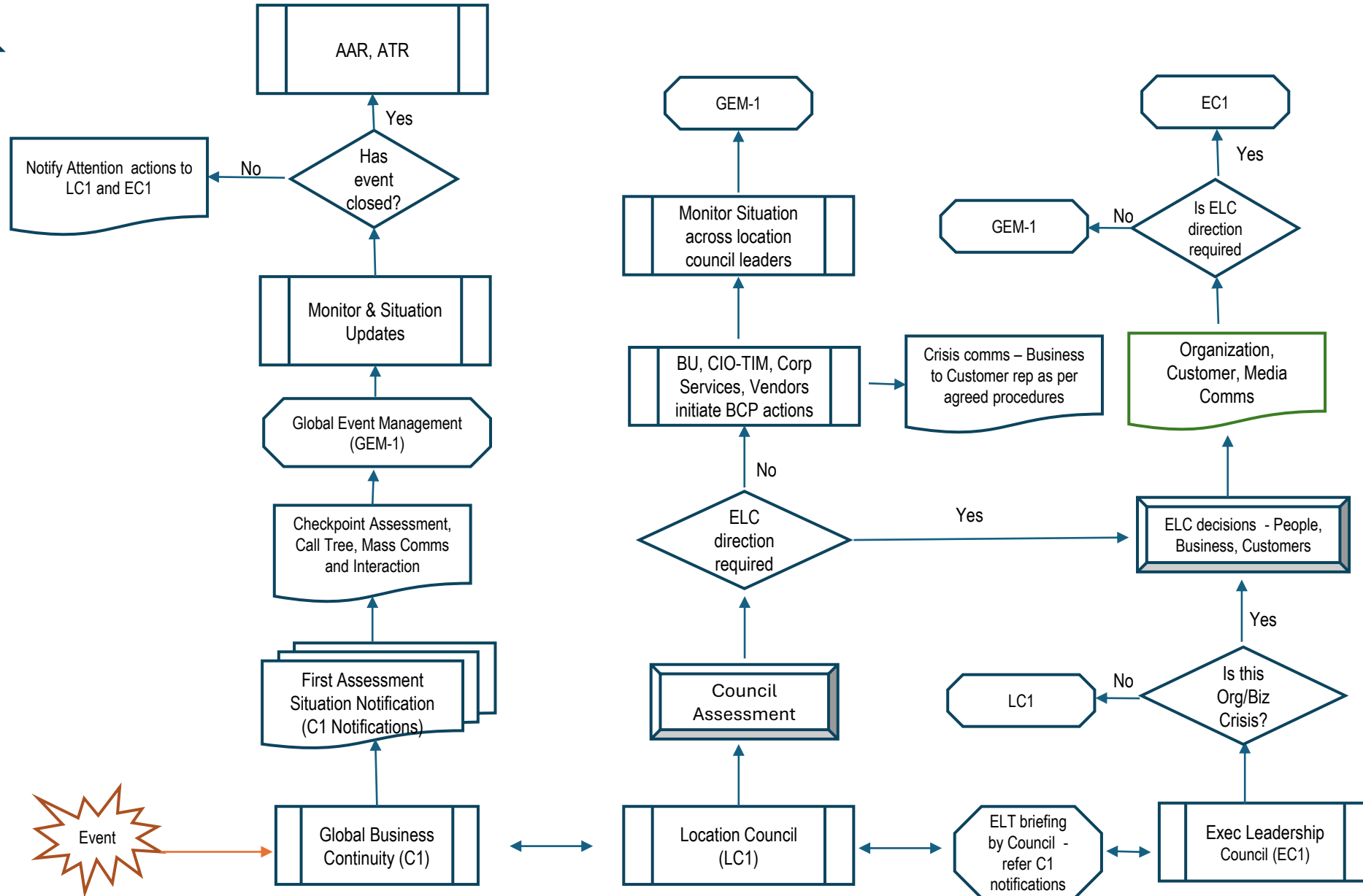


People HR, Business HR, Corporate HR is Accountable as a Function, People managers & associates responsible by role of actions and responsiveness

Corporate Services, Security teams facilitate through External Agencies and Location teams

Global Business Continuity Team governs and supports the Operation

# Corporate Crisis Management Practices



- Lighthouse
- PostMan
- BI
- 2 Way Call Tree
- First Assessment Team
- Location Council (LC1)
- Ex Leadership Council (EC1)
- Internal Comms / HR
- BU's to Customers comms
- Media Spokes Person
- Overlay Plans
- BCP Plans
- Location Plans
- ICT/ DR Plans
- Internal Teams
- Customer Teams
- Suppliers
- Emergency Services
- Global Business Continuity (C1)
- Corporate Services
- HVAC, Building Management
- CIO-TIM, GSOC, NOC
- .Industry Network, ISOS
- Government Notifications

**Tech Mahindra Emergency Help Desk Toll Free Number**

Country	Emergency Number
India	1800-266-8926
Australia	1800-317-018
United States	1844-424-8338
United Kingdom	0800-0315-687
Rest of World	+91-20-6687-8111
Short dial with Tech M premises	7776/7779

# GEO-POLITICAL DISRUPTION – Continuity Management

## 8-7-7-3-6 format across 5 Resilience WALLS : (31 attributes +)



### BIA

1. People distribution
2. Suppliers concentration
3. Minimum Operating levels
4. Service delivery management
5. Service level management
6. Recovery time objectives
7. Recovery point objectives
8. Identification of Important Activities for Operational Resilience

### People

1. Cross skilling
2. Resource In-sourcing
3. Cross training
4. Reduced Resource Impact Analysis
5. Service Category re-alignment
6. Cross border recovery
7. Reduced Resource Impact Analysis (RRIA)

### Premise

1. Alternate buildings
2. Alternate hosting premises
3. Replicated hosting
4. Testing Custom fail over for 4 weeks turnaround
5. Route-away drills
6. Surprise route-away tests
7. Supplier route-away integrated 8 weeklong tests

### Services

1. Strategies to Extend shifts to accommodate work-load balancing
2. Alternate Recovery Time objectives and Service Level norms
3. Re-priority alignment of work items & services meeting Important activities

### Continuity

1. People availability readiness
2. Cross border recovery investments
3. People evacuation and repatriation drills
4. Testing business recovery through isolation tests
5. Service availability test through operations from cross border, cross continent to monitor resilience, loss of customer satisfaction and degradation of services and support aligned to localization
6. Services in RRIA mode (Reduced Resource Impact Analysis mode)


# BESPOKE NOTIFICATIONS FOR EVENTS

Example notifications extracts

Global Business Continuity Team













Readiness – Event Progress & Situation Updates







## Geo-Political FYI : Legislative Assembly - Maharashtra

 Summarize




Harsha Sastry

To  Rajendra Kembhavi;  Vinay Agrawal (HR);  Vrinda Pisharody;  Sanjeev Chikodi  
Cc  **Global Business Continuity**;  Richard Lobo;  Lucius Lobo;  ER Cell;  Cvn Varma;  Rajesh Pillai;  
 Pallavi Katiyar;  Tripti Arora

  Reply  Reply All  Forward  

Mon 11/11/2024 9:16 AM

 General-Assembly-Election-2024-Press-Note-15102024.pdf  
4 MB

Proximity : Geopolitical : Legislative Assembly from ECI.


FYI and necessary communication to associates is required to ensure that services continue during the polling period.

Detail press note enclosed for reference.

1. ER Cell & HR for associated people communication
2. Corporate Services for any impacts of non-availability of buildings in the region for operations
3. Qway for necessary schedules for audits in progress and required schedules adjustments if any
4. Business units to plan for continuity of important activities as per tested / documented continuity plans in Lighthouse






## RE: FYI : Weather Conditions : Proximity Notification





 Summarize



Sanjeev Chikodi

To  Harsha Sastry;  Subasingaravelan Ma

Cc  A Jeron John;  Global Business Continuity;  Tripti Arora

  Reply  Reply All  Forward  

Mon 11/4/2024 11:51 AM

Thanks Harsha.

Sanjeev

---

**From:** Harsha Sastry <[Harsha.Sastry@TechMahindra.com](mailto:Harsha.Sastry@TechMahindra.com)>

**Sent:** Monday, November 4, 2024 10:21 AM

**To:** Sanjeev Chikodi <[sanjeevc@TechMahindra.com](mailto:sanjeevc@TechMahindra.com)>; Subasingaravelan Ma <[singar@TechMahindra.com](mailto:singar@TechMahindra.com)>

**Cc:** A Jeron John <[AJeron.John@TechMahindra.com](mailto:AJeron.John@TechMahindra.com)>; Global Business Continuity <[GlobalBusinessContinuity@TechMahindra.com](mailto:GlobalBusinessContinuity@TechMahindra.com)>; Tripti Arora <[Tripti.Arora@TechMahindra.com](mailto:Tripti.Arora@TechMahindra.com)>

**Subject:** FYI : Weather Conditions : Proximity Notification

Sanjeev

In view of Auditor transfers if any – weather conditions proximity notification for your reference and logistic changes if any.

Detail press release enclosed for your information.

FW: Progressive : Cyclone - 'DANA' -Odisha / West Bengal : Potential Cyclonic Storm : India Meteorological Department (IMD)...




 Summarize




Harsha Sastry

To  FASTQ

Cc  Global Business Continuity

  Reply  Reply All  Forward  

Thu 10/24/2024 8:48 AM

 You forwarded this message on 10/24/2024 8:49 AM.

 Cyclone DANA\_23rd Oct 2024.pdf  
4 MB

Risk Officers / Risk Leads - FYI – update on Cyclone ‘DANA’. Please engage with your project delivery partners to ensure that service continuity is maintained.

Best Wishes,

**HARSHA SASTRY**

**Certified ESG Expert (WDC)**

Progressive : Cyclone - 'DANA' -Odisha / West Bengal : Potential Cyclonic Storm : India Meteorological Department (IMD) : # 2

Summarize



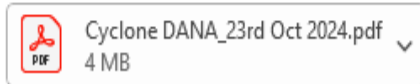
Harsha Sastry

To ○ Cvn Varma; ☒ Locationcouncil\_Bhubaneswar; ○ A Jeron John; ○ Vinay Agrawal (HR); ☒ Centre Council Kolkata; ☒ Centre Council Kolkata BPS  
Cc ○ Samrat Nandi; ○ SK Javed1; ○ Sudip Parida; ○ Lucius Lobo; ○ Richard Lobo; ☒ Global Business Continuity; ☒ LocationCouncil\_Heads

😊 Reply Reply All Forward 📧 ⋮

Thu 10/24/2024 8:46 AM


*i* You replied to this message on 10/25/2024 8:29 AM.



IMD has issued a press release with respect to the above. Environmental Impacts could be a combination and not limited to the one's listed below by IMD. NDRF teams, Local state governments, Railways (precautionary cancellation of trains), Airports (non-operational window), Precautionary evacuation for people in low lying areas vulnerable to impact are being monitored by respective agencies.

[Adverse Weather Checkpoint](#) : Please view the trending inputs from project managers across in-scope service lines.



## Situation Update : Adverse Weather : Europe region torrential rainfall

 Summarize




Harsha Sastry

To  Cvn Varma;  Kalidindi Harsha;  JP Sahu;  Vinay Agrawal (HR);  Rahul Ghayatadake;  Rajesh Pillai;  
 A Jeron John

Cc  Global Business Continuity;  FASTQ



Torrential rainfall & flooding hit Europe.pdf  
2 MB

  Reply  Reply All  Forward  

Mon 9/16/2024 7:44 P

### Situation Update :

Multiple regions in Europe are impacted due to torrential rainfall and flooding. Find enclosed industry insight report. Location teams to check for safety and service continuity in respective countries where we have offices / people operating.

Split teams may continue to maintain minimum operating levels following documented / tested continuity strategies in Lighthouse.

In case there is a need to send out the mechanized call tree please get in touch with the Global Business Continuity team members to support.

Please refer to GDACS for situational updates for multiple events : <https://www.gdacs.org/default.aspx>






Fwd: Woman Safety

 Summarize




Harsha Sastry

To  Global Business Continuity

  Reply  Reply All  Forward  

Tue 8/20/2024 9:33 AM

 If there are problems with how this message is displayed, click here to view it in a web browser.

Get [Outlook for Android](#)

**From:** A Jeron John <[AJeron.John@TechMahindra.com](mailto:AJeron.John@TechMahindra.com)>

**Sent:** Tuesday, August 20, 2024 8:52:18 AM

**To:** Harsha Sastry <[Harsha.Sastry@TechMahindra.com](mailto:Harsha.Sastry@TechMahindra.com)>

**Cc:** Cvn Varma <[CVN.VARMA@TechMahindra.com](mailto:CVN.VARMA@TechMahindra.com)>; Jagan Koppineedi <[JagannadhaRao.Koppineedi@TechMahindra.com](mailto:JagannadhaRao.Koppineedi@TechMahindra.com)>; Vidya Prabhu <[Vidya.Prabhu@TechMahindra.com](mailto:Vidya.Prabhu@TechMahindra.com)>; Tarun Kumar (HR) <[Tarun.Kumar1@techmahindra.com](mailto:Tarun.Kumar1@techmahindra.com)>; Rajesh Deshpande (TIM) <[Rajesh.Deshpande@TechMahindra.com](mailto:Rajesh.Deshpande@TechMahindra.com)>; Vinay Agrawal (HR) <[Vinay.Agrawal@TechMahindra.com](mailto:Vinay.Agrawal@TechMahindra.com)>

**Subject:** RE: Woman Safety


Dear Harsha,

Your point taken. Will work out how we can optimally use the available infrastructure as well as resource to cater the needs. **Woman safety is our priority** and using the available Toll-free number, we may extend a hotline with four extension support across North/South/East/West regions of Tech Mahindra office. I am sure TIM will provide the required support in enabling the IVR extensions to each of the regions which can be automated to reach out designated SPOC for support.

As of now the Toll-Free number **1800 266 8926** has two buttons in use:-
















- 1 Press ONE for Covid related queries


## Progressive Update :: India : Monsoon 2024 : Geo-Meteorological : Informational Update :

 Summarize









Harsha Sastry

To  LocationCouncil\_Heads;  Cvn Varma;  Rahul Ghayatadake;  A Jeron John;  Vinay Agrawal (HR);  
 Rajesh Pillai;  Rajesh Deshpande (TIM);  Arun Singh;  Nagaraju Malempati;  Ravi Reddy B M  
Cc  Global Business Continuity;  Lucius Lobo;  Pallavi Katiyar;  Service Line Heads;  Richard Lobo

 You forwarded this message on 7/25/2024 9:29 AM.



  Reply  Reply All  Forward  

Thu 7/25/2024 9:19 AM


Situational Update/s:

Below are insights for :

1. **India Monsoons – Central India impacted**
2. **PHILLIPPINES : Super Typhoon Carina / GAEMI-24**







**INDIA :**

## Typhoon : Carina / GAEMI-24 : Progressive Notification

 Summarize



Harsha Sastry

To  CMT CEBU;  Sumant Kumar;  Maridel Adriano;  Cvn Varma;  Vinay Agrawal (HR);  Rajesh Pillai

Cc  Global Business Continuity



  Reply  Reply All  Forward  

Wed 7/24/2024 1:58 PM

Please find enclosed the impacts of GAEMI-24 with respect to transition
















1. Location council to assess the situation and provide guidance for people safety and enabling services to continue
2. Follow safe evacuation and Covid-19 guidelines as applicable in the region during the event response and recovery
3. There can be impacts with respect to power cuts, utility outages and connectivity issues which also need to be considered
4. Provide Continuous Customer communication around recovery and activated strategies by respective business units / heads is an important aspect as we respond and recover.
5. Activate Lighthouse continuity plans to adopt documented and tested recovery strategies for business operations
6. People managers to ensure that team members respond to Check points and call tree
7. Ensure transit safety in case of travel
8. Ensure that all local government notifications are followed for safety, travel, and safe evacuations as and when necessary
9. Recovery strategies – Work from home, Alternate Shift, Extend Shift, Support from distributed teams across geo's may be adopted by impacted teams

# Progressive Update :: India : Monsoon 2024 : Geo-Meteorological : Informational Update : Prepare and Be READY

 Summarize




Harsha Sastry

To  **Location Council Heads**;  Cvn Varma;  Rahul Ghayatadake;  A Jeron John;  Vinay Agrawal (HR);  
 Rajesh Pillai;  Rajesh Deshpande (TIM);  Arun Singh;  Nagaraju Malempati;  Ravi Reddy B M  
Cc  **Global Business Continuity**;  Lucius Lobo;  Pallavi Katiyar;  **Service Line Heads**;  Richard Lobo

  Reply  Reply All  Forward  

Tue 7/9/2024 6:59 AM

 You replied to this message on 7/25/2024 9:19 AM.

-  AIWFB.pdf  
3 MB
-  08 July 2024 IBF update No.3.pdf  
672 KB

## Situation Update :

Enclosed are regional as well as the All India weather updates. Location council , Corporate Services and Location HR to engage with associates impacted for necessary support.

Please refer to the preparedness insights provided by the service line managers in the Preparedness Check point. Service Line leaders may engage with their respective teams for detail insights.

[E-1028 : Checkpoint for Monsoon 2024](#)











## Proximity event : Wildfires in California - Industry Insight







 Summarize



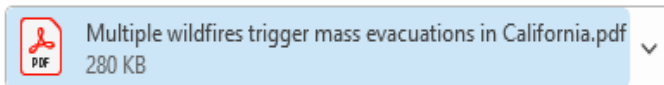
Harsha Sastry

To   

Cc     

  Reply  Reply All  Forward  

Wed 6/19/2024 10:50 AM




FYI : Industry insight around multiple wildfires. This is informational for teams members in the impacted region with respect to travel.

Do share with relevant team members / people managers if required

Best Wishes,











## Fwd: Hoax Call in Delhi

 Summarize



Harsha Sastry







To  A Jeron John;  Cvn Varma;  Vinay Agrawal (HR)

Cc  Location Council Noida;  Indira.2.Pathak;  Richard Lobo;  LocationCouncil\_Heads;  
 Global Business Continuity

 You forwarded this message on 5/1/2024 2:20 PM.

To: Harsha Sastry <[Harsha.Sastry@TechMahindra.com](mailto:Harsha.Sastry@TechMahindra.com)>

Subject: Hoax Call in Delhi

  Reply  Reply All  Forward  

Wed 5/1/2024 2:19 PM

Dear Harsha,

Keeping you posted on Bomb threat Hoax call in Delhi school. There is no impact to our business at Delhi and Noida office.

<https://news.abplive.com/delhi-ncr/bomb-threat-in-delhi-schools-today-sanskriti-school-dps-dwarka-noida-mother-mary-hoax-call-1684108>


Thanks & Regards

**A Jeron John**

**Head - Global Security, Corporate Services**















Mob: **98866 19106**







## RE: Heads Up : Business Recovery Exercises : Service Lines Units

 Summarize



Harsha Sastry

To  A Jeron John;  Nagaraju Malempati;  Sourav Kumar(TIM);  Imran Mansoori (TIM-TMBS)  
Cc  Cvn Varma;  Rajesh Deshpande (TIM);  Rahul Ghayatadake;  Manish Sodhi;  Sumant Kumar;  
 Rajesh Patankar;  Samrat Nandi;  Global Business Continuity;  Arun Singh;  Subasingaravelan Ma

  Reply  Reply All  Forward  

Wed 4/17/2024 9:31 AM

Dear Support Partners,

Thank you for engaging and supporting through documented / non-documented MOU's for BRE (Business recovery exercises).

As a refresher the MOU sequence is available for understanding how business and functions will establish services needs as we progress with proper documentation and clarity. ( Read the website link : <https://isg.techmahindra.com/Bcp-MOU-VITA-RECORDS.aspx>)

Please visualize the outcome of the Business Recovery Exercise and associate necessary risk actions.


[INIT Trend](#)

[MID-WAY Trend](#)

[Terminal Trend](#)


9:29 AM







RE: Israel SITUATION UPDATE: IDF Chief of Staff on April 15 indicates Israel will respond to Iran's missile, UAV attack; will likely...

 Summarize




Harsha Sastry

To  Lucius Lobo

  Reply  Reply All  Forward  

Tue 4/16/2024 6:59 PM

 max-mena-region-daily-summary-april-16-2024.pdf  
243 KB

This is a daily report for the MENA region. FYI

Best Wishes,

**HARSHA SASTRY**

MBCP (DRI-USA), MBCI (BCI-UK)

Operational Resilience Professional (FQA-UK)

Organizational Resilience Specialist (FQA-UK)

CCIO (ISAC) (Cyber Crime Intervention Officer)

CPEW [Evaluated by AICTE under NEAT 2.0 -MOE (GOI)]


Function Head - Global Biz Continuity

---

Cellphone : 98230 77672








Email : [Harsha.Sastry@techmahindra.com](mailto:Harsha.Sastry@techmahindra.com)

## Geo Political : EMEA Risks 2024 : Webinar

 Summarize




Harsha Sastry

To  **Global Business Continuity**;  A Jeron John;  Samrat Nandi;  Cvn Varma;  Vinay Agrawal (HR);  Rahul Ghayatadake;  Information Security Group

Tue 4/16/2024 6:52 PM



 Reply

 Reply All

 Forward



All those who are interested, have time and can attend the virtual meet please do so.

MitKat Advisory has the honour to invite you to attend and enrich EMEA Risks & Opportunities 2024, the event is being organized virtually in collaboration with Confluence Consultants on Thursday, 18 April 2024 from 02:30 PM to 6:00 PM (IST).

To register click here: [https://us06web.zoom.us/webinar/register/WN\\_ojaNMrPwTd-aoWOeLSFMfQ#/registration](https://us06web.zoom.us/webinar/register/WN_ojaNMrPwTd-aoWOeLSFMfQ#/registration)

Please feel free to invite your esteemed colleagues to register and attend the event (registration is free).

-----


Agenda (IST)

2:25 – 2:30 PM - Welcome

2:30 – 3:20 PM - Panel Discussion 1: Global Risk Outlook 2024


Moderator: Sushil Pradhan, ED and COO, MitKat Advisory

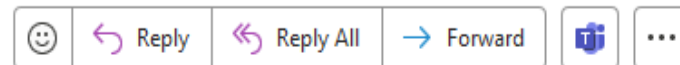
## Israel - Iran - MEA Information - Our End - EDIT-UPDATED

 Summarize



Harsha Sastry

To  Lucius Lobo



Tue 4/16/2024 7:15 AM

Updated version with a few edits. Thank you

Best Wishes,

**HARSHA SASTRY**

MBCP (DRI-USA), MBCI (BCI-UK)

Operational Resilience Professional (FQA-UK)

Organizational Resilience Specialist (FQA-UK)

CCIO (ISAC) (Cyber Crime Intervention Officer)

CPEW [Evaluated by AICTE under NEAT 2.0 -MOE (GOI)]


Function Head - Global Biz Continuity

---

Cellphone : 98230 77672












Email : [Harsha.Sastry@techmahindra.com](mailto:Harsha.Sastry@techmahindra.com)


## Important Activity Support in Lighthouse :Memorandum of Understanding & Vital Records





 Summarize



Harsha Sastry

To  LocationCouncil\_Heads;  A Jeron John;  Rahul Ghayatadake;  Nagaraju Malempati  
Cc  Global Business Continuity;  Vinay Agrawal (HR);  Richard Lobo;  Lucius Lobo;  Pallavi Katiyar;  
 Cvn Varma;  Global Business Continuity

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Location Councils Heads,

Please be aware & encourage project managers in your respective locations of the capabilities in the Business Continuity Management process for Location / Building / Council readiness with respect to high capability to respond during events and tests. This is an integrated process within LIGHTHOUSE the Business Continuity toolkit as an extended feature.

The project / function / BCP/DR managers are capable to store vital information and retrieve the same with a Quick TAT an essential feature during events establishing higher Customer delight

1. As we rise and extend Resilience – Vital records and MOU (Memorandum of Understanding) is an important preparedness for service lines, functions in the business continuity planning process.
2. Project managers, Function managers, BCP/DRP Reps, Location BCP/DR Reps, Function BCP/DR Reps must utilize this capability to be ready with

RE: Environment Safety : Water Crisis : Bengaluru : Amidst the Begin of Summer : CS / ESG / Facilities - Update 2

Summarize



Harsha Sastry

To Cvn Varma; Bengaluru Location Council; Centre council TMEC Bangalore; Sandeep Chandna; P. V. Haridas; A Jeron John; Rahul Ghayatadake; Nilesh Agarwal (HR)  
Cc LocationCouncil\_Heads; Vinay Agrawal (HR); Lucius Lobo; Richard Lobo; Global Business Continuity

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Everyone

Industry Professionals Inputs & Analyst Summary – FYI around the Bengaluru Water Crisis.

