

# E-1033: BRE Terminal: Exercise Closing Assessment

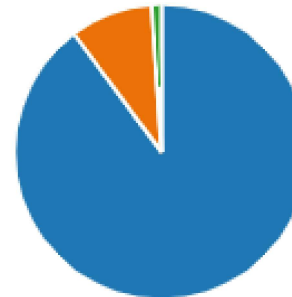
**187**  
Responses

**19:43**  
Average time to complete

**Closed**  
Status

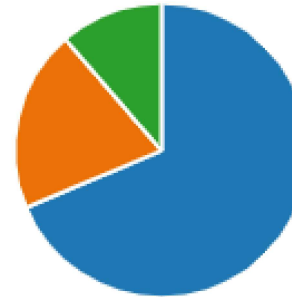
## 1. Are you safe and available for recovery and business continuity of services?

- SAFE and AVAILABLE 168
- SAFE and NOT AVAILABLE 17
- NOT SAFE and NOT AVAILABLE 2



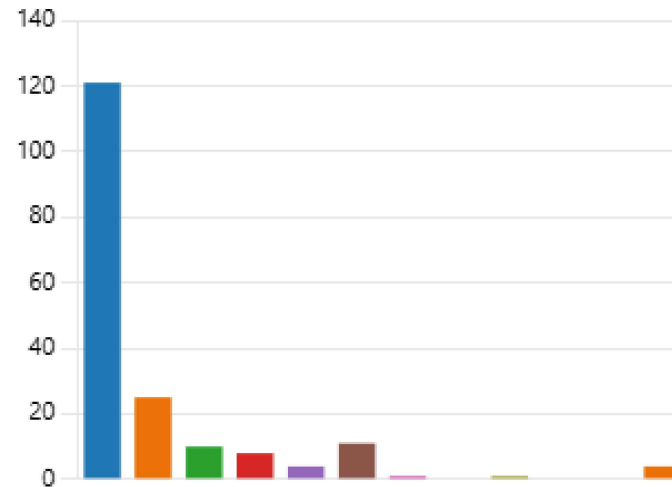
### 2. Are you participating in the exercise?

● Yes Participating	127
● Yes as Observer	37
● Other Work Being Done	21



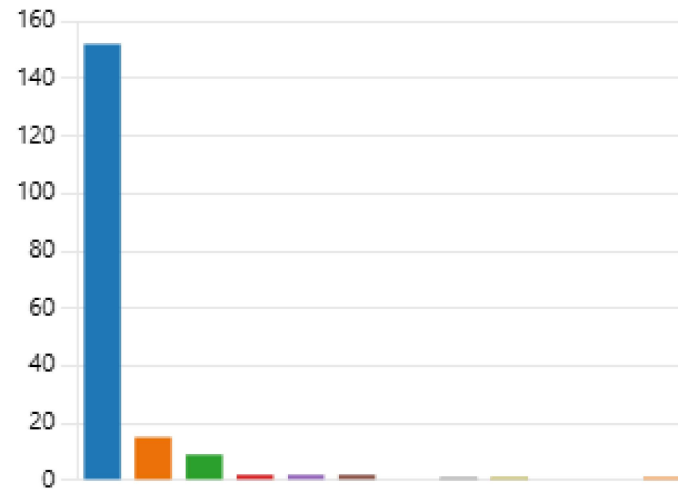
### 3. Number of Service Tickets logged in for IT Needs Services

● 0	121
● 1	25
● 2	10
● 3	8
● 4	4
● 5	11
● 6	1
● 7	0
● 8	1
● 9	0
● 10	0
● >10	4



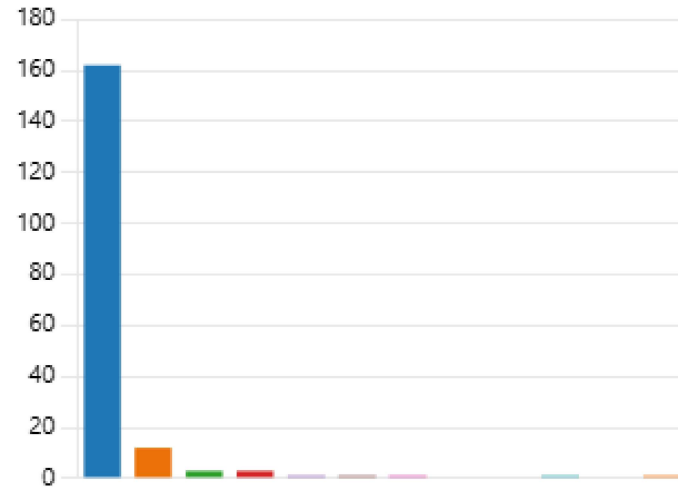
#### 4. Number of Service Tickets logged in for Application outages

0	152
1	15
2	9
3	2
4	2
5	2
6	0
7	1
8	1
9	0
10	0
> 10	1



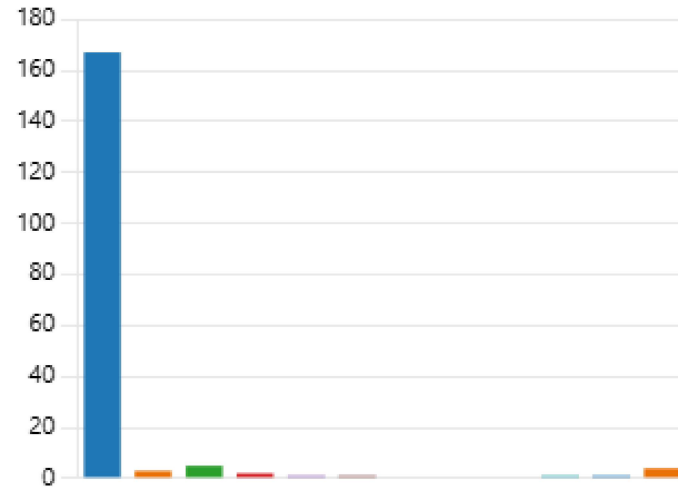
### 5. Number of Service Tickets logged in for Exception Access for Security Clearance

0	162
1	12
2	3
3	3
4	1
5	1
6	1
7	0
8	0
9	1
10	0
> 10	1



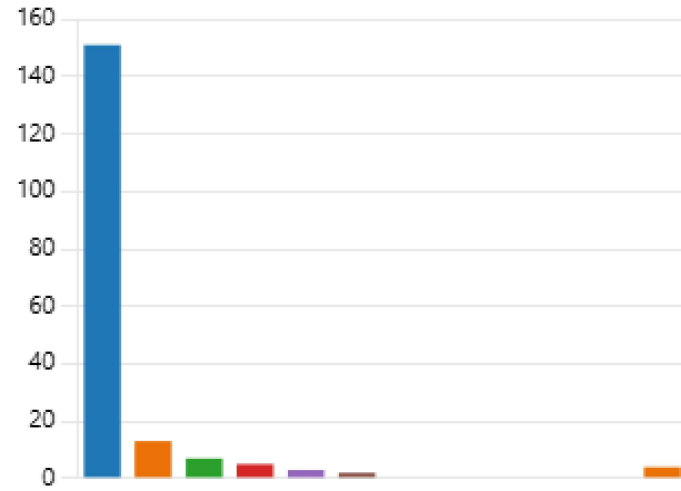
### 6. Number of Service Tickets logged in for Supplier support

● 0	167
● 1	3
● 2	5
● 3	2
● 4	1
● 5	1
● 6	0
● 7	0
● 8	0
● 9	1
● 10	1
● > 10	4



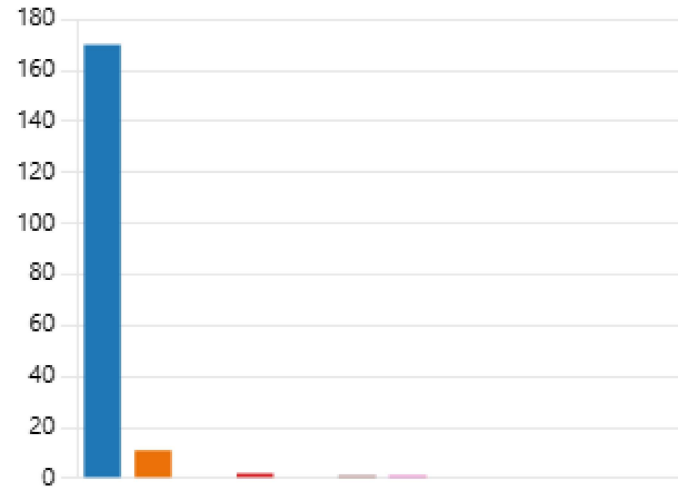
### 7. Number of Service Tickets logged in for Facilities Support

● 0	151
● 1	13
● 2	7
● 3	5
● 4	3
● 5	2
● 6	0
● 7	0
● 8	0
● 9	0
● 10	0
● > 10	4



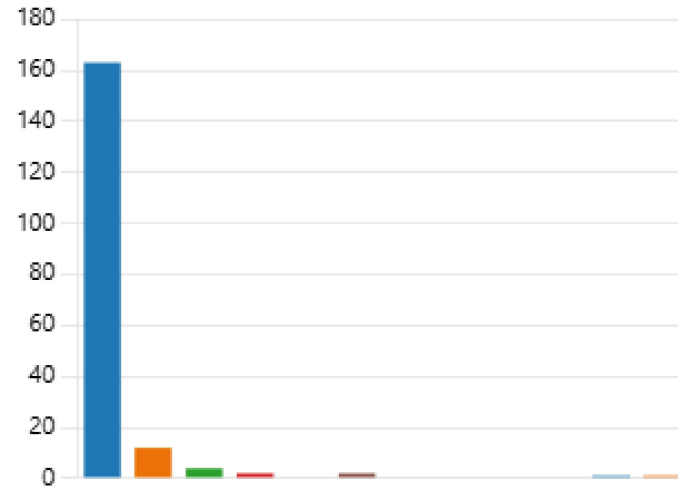
### 8. Number of Medical emergencies in the test window reported to BHR for support

● 0	170
● 1	11
● 2	0
● 3	2
● 4	0
● 5	1
● 6	1
● 7	0
● 8	0
● 9	0
● 10	0
● >10	0



### 9. Data restoration - number of files

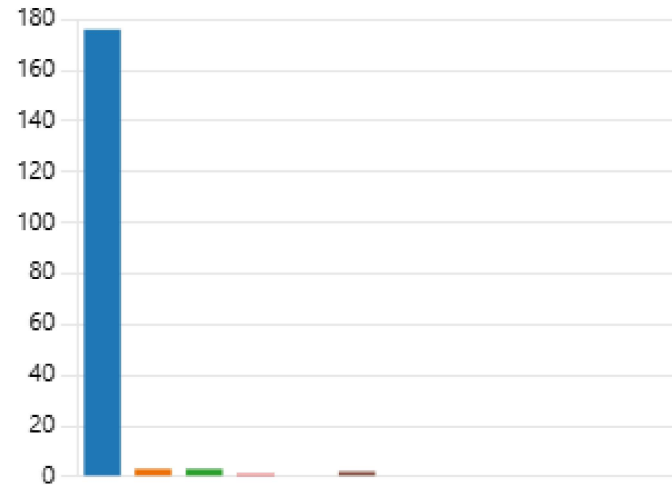
● 0	163
● 1	12
● 2	4
● 3	2
● 4	0
● 5	2
● 6	0
● 7	0
● 8	0
● 9	0
● 10	1
● > 10	1





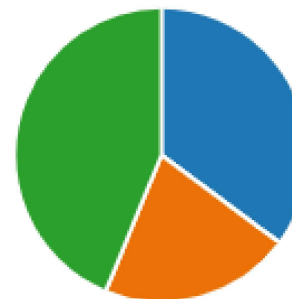
### 10. Data restoration issues reported

0	176
1	3
2	3
3	1
4	0
5	2
6	0
7	0
8	0
9	0
10	0
>10	0



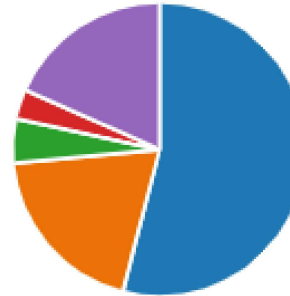
### 11. Data restoration operation meeting RPO

Yes	65
No	39
No data restored	81



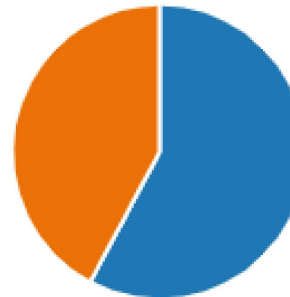
**12. In how much time was the business up and running meeting minimum operating level?**

● Immediate recovery < = 1 hour	100
● > 1 hour and < = 4 hours	36
● > 4 hours and < = 24 hours	9
● > 24 hours	6
● Other	34



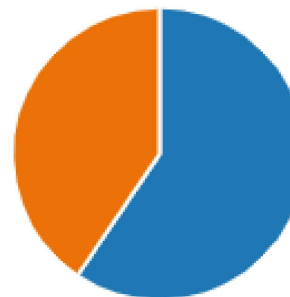
**13. Was the project management engaged in the test?**

● Yes	107
● No	78

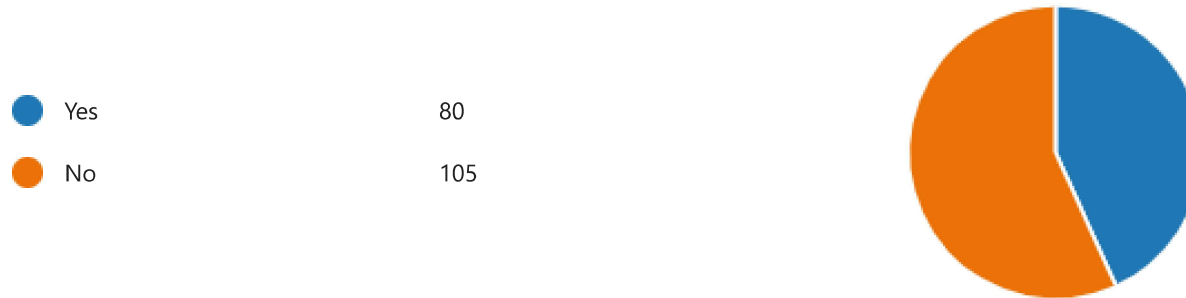


**14. Did you meet the RTO of the Project**

● Yes	110
● No	75

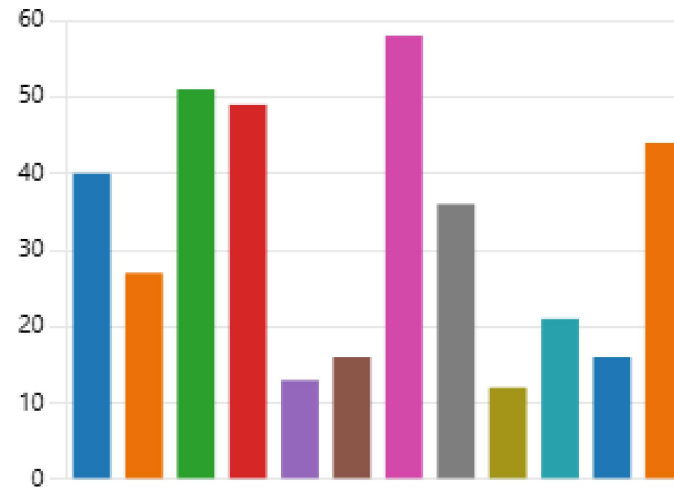


### 15. Was customer notified about the test progress for the complete test window



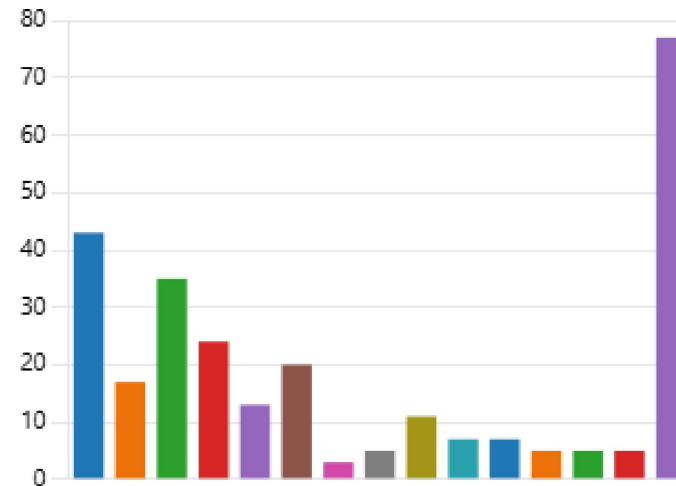
### 16. Learnings

- MOU with Corporate Services wi... 40
- MOU with Technical Infrastructu... 27
- Transportation delays to reach o... 51
- Transport delays to reach home ... 49
- Need to upgrade recovery strat... 13
- Need to review the RTO rating ... 16
- Team requires to be aware of th... 58
- Responsiveness to reach 100% r... 36
- Customer Application outage co... 12
- Power outage at residence redu... 21
- Absenteeism reduces capability ... 16
- Other 44



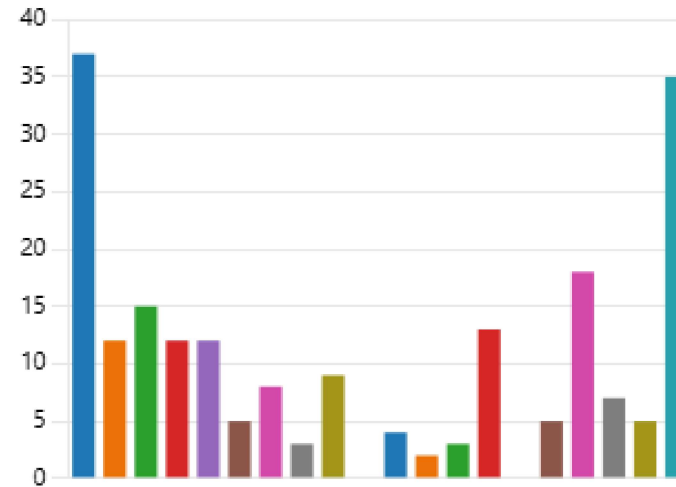
**17. Document the identified potential causes and/or Risk/s for Recovery, Availability and Continuity across the Preparation, Init, Mid-Way, Terminal phases of the exercise**

● Isolation risk	43
● Concentration risk	17
● Customer dependency risk	35
● Data restoration turnaround risk	24
● Unsigned Internal MOU risk	13
● IT Needs Service Delivery Undefi...	20
● Loss of RTO due to non-availabil...	3
● Loss of RTO and RPO due to Sys...	5
● Loss of RTO due to missing Me...	11
● Loss of RTO due to missing Me...	7
● Loss of RTO due to SLA with Ext...	7
● Loss of RTO due to supplier imp...	5
● Loss of RTO due to disruption in...	5
● Loss of RTO due to extended ET...	5
● Other	77


























- 18. Please select service line/s you are aligned to from the list below. If the service line is not listed, you may choose Others and provide the Service Line Name and the leader's name**

[K SUNDARAM], Communicatio...	37
[R V,Narasimham], Engg Service...	12
[Purohit,Kunal], NGS Service Line	15
[Kumar,Kshitij], BFSI Service Line	12
[Dhawan,Sahil], DEA Service Line	12
[Mangal,Manish], Network Servi...	5
[Singh,Saket], CIS Service Line	8
[Pai,Ajith], Hi-Tech ME Service Li...	3
[PALLE,KRISHNA KUMARI], DIG ...	9
[Mangal,Manish], FUNC LCC	0
[Soneja,Atul], COO Delivery SUP...	4
[Soneja,Atul], COO Delivery Excl...	2
[Sen,Birendra], BPO_DEL,	3
[Sen,Birendra],BPO-DOM	13
[Ramachandran,Seshan], HLS Se...	0
[Karkera,Sunil], XDS CX Service L...	5
[N S,Manikantan], Manufacturin...	18
[N S,Manikantan], Function Thir...	7
[Agnihotri,Sanjay], ZEN3	5
Other	35

















































19. **Select your Project ID { Please place your cursor in the [Select your answer ] -> Press CTRL+F [ Search for your project id] and select. In case you do not find your project id please use the OTHERS option and You may either use the drop down or select the OTHERS option and input your project id. MS Forms has this limitation which we will speak to Microsoft for a better UI.. Thanks for understanding.}**























<input type="radio"/>	Y.CI2400008	4
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