

E-1035: Typhoon : Carina / GAEMI-24: Continuity of Business Checkpoint

2

Responses

10:15

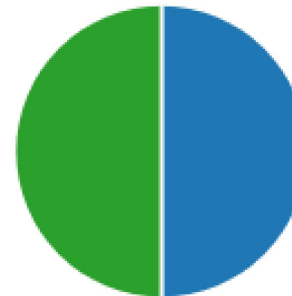
Average time to complete

Active

Status

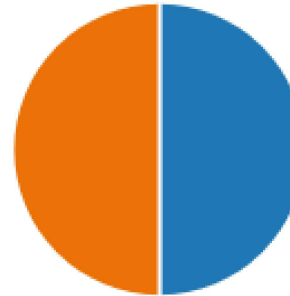
1. Are you and your team safe and available for recovery and business continuity of services?

- SAFE and **ALL TEAM MEMBER...** 1
- SAFE and **CRITICAL HEAD COU...** 0
- SAFE and **NOT AVAILABLE** 1
- **NOT SAFE** and **NOT AVAILABLE** 0



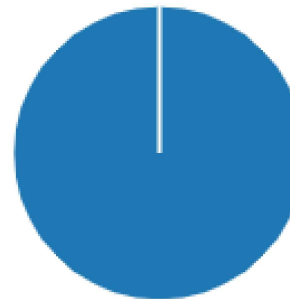
2. Have you or your team members evacuated the office, residence due to Building / Facility Management / Corporate Services or Emergency Services, Government Instructions to a Safe Assembly Rescue Area

● Yes	1
● No	1



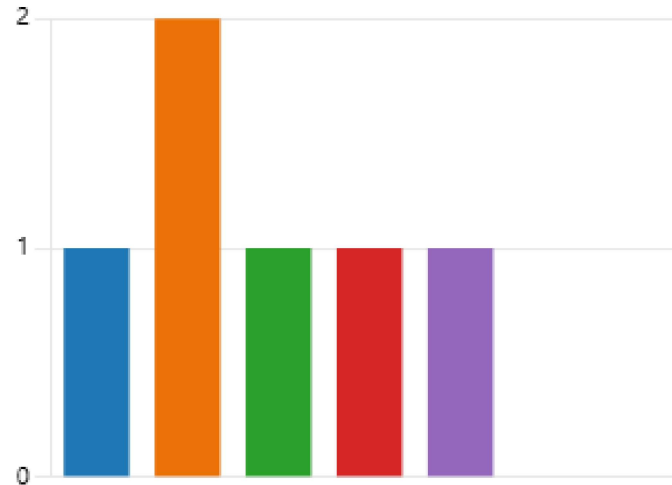
3. Do you have the Project Business Continuity Plan and ICT/DR plan updated, reviewed and tested for business recovery in LIGHTHOUSE ?

● Yes	2
● No	0
● Partially	0



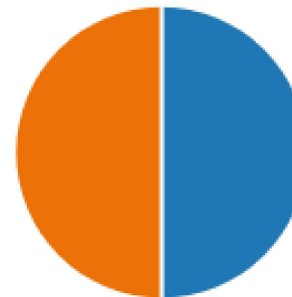
4. Which are the type of copies you maintain of the Project Business Continuity Roll Up Plan and Vital records as a Backup ? Select all applicable options below.

- Electronic copy with manager 1
- Electronic copy with customer c... 2
- Electronic copy with team mem... 1
- Electronic and Hard copy of the ... 1
- Electronic and Hard copy of the ... 1
- No Second copy maintained 0
- Dependent on LIGHTHOUSE pla... 0



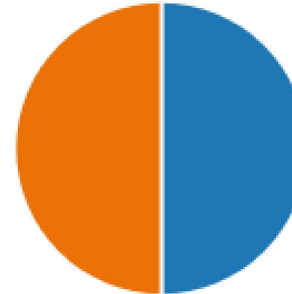
5. Do you have the associates of the project/s distributed in multiple buildings ?

- Yes 1
- No 1



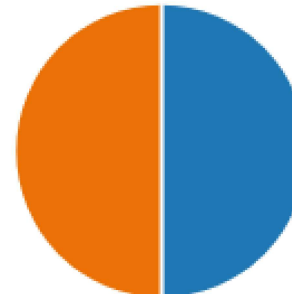
6. Do you have the associates of the project/s distributed in multiple cities ?

● Yes	1
● No	1



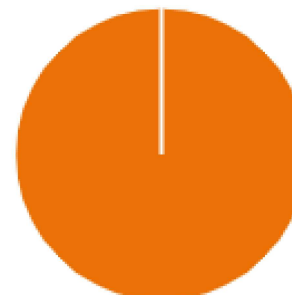
7. Do you have the associates of the project/s distributed in multiple countries ?

● Yes	1
● No	1



8. Do you have the associates of the project/s in customer locations ?

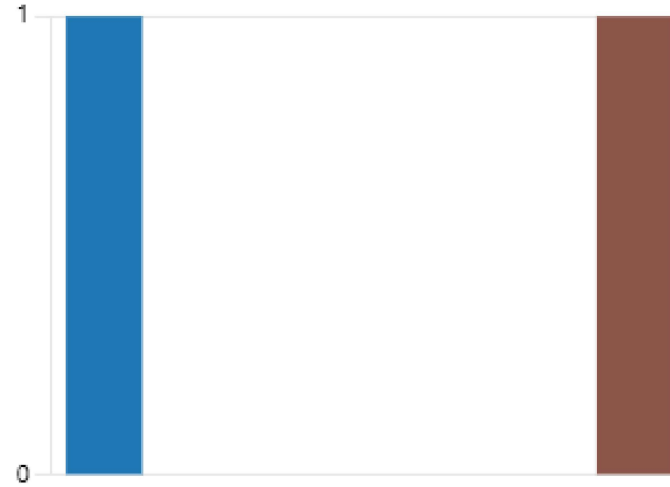
● Yes	0
● No	2



9. What is the % of dependency on the potentially impacted building for the disruptive event ?

- 0%
- 10%
- 25%
- 50%
- 75%
- 100%

1
0
0
0
0
1



10. **How much time do you expect to take to RESTORE the services of the operations as a response with preparedness for the event ?**

● Less than 24 hours	0
● 24 hours	0
● 36 hours	0
● 48 hours	1
● 72 hours	0
● 1 week	0
● 2 weeks	0
● 3 weeks	0
● 4 weeks	0
● 5 weeks	0
● 6 weeks	0
● 7 weeks	0
● 8 weeks	0
● > 8 weeks	0
● Incidental non material Impact ...	1



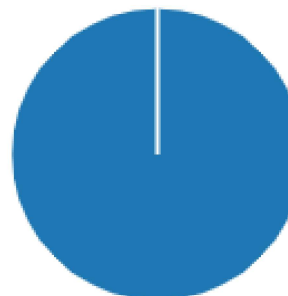
11. What is the assessed impact for the service line project/s to meet Minimum Operating Levels and Recovery Time Objectives in the Potentially impactful event ?

- Significant (100% services / wor... 0
- High (<100% & Upto 75% servi... 1
- Medium (<75% & Upto 50% ser... 0
- Low (<= 25% services /work Im... 0
- Incidental non material Impact t... 1



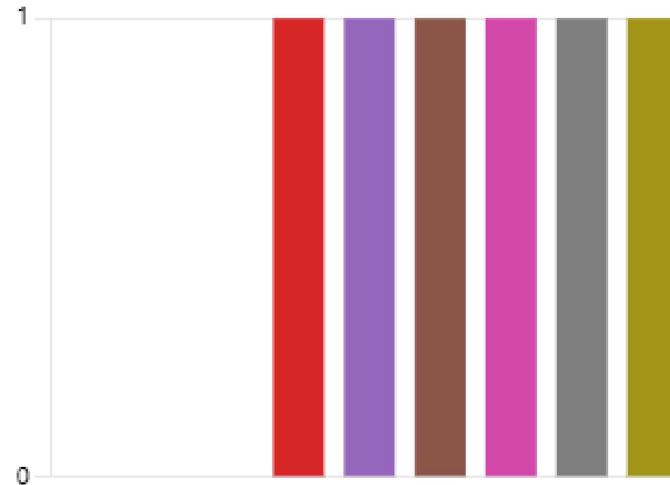
12. Have you planned for outages in your Lighthouse Continuity plan related to 1) No Power 2) No ICT/ Systems, IT Available 3) No Facility Services available 4) No Vendors available 5) Customer Premise Not available 6) No Data Centers 7) Cloud Services Not available.

- Yes 2
- No 0
- Partially 0



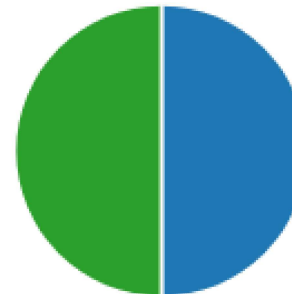
13. **What are the recovery strategies you would be following as documented in your plan and tested in order to respond and recover business important activities service delivery to the customer**

- Alternate Vendor executes the ... 0
- Move work to Customer locations 0
- Cross Border Recovery 0
- Work From Home 1
- Move work across Split Teams 1
- Alternate Site Recovery 1
- Extend Shift 1
- Follow the Tested Lighthouse BCP 1
- Activate Reduced Resource Imp... 1



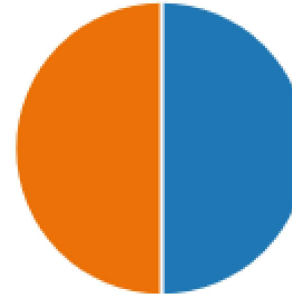
14. **Does your team work in HYBRID mode - both Work from Home and Work From Office as a capability ?**

- Yes 1
- No 0
- Customer requirement - Work F... 1
- Partially 0



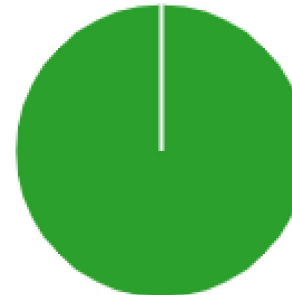
15. **Do all your team members have alternate power to ensure Work From Home Continues**

● Yes	1
● No	1
● Partially	0



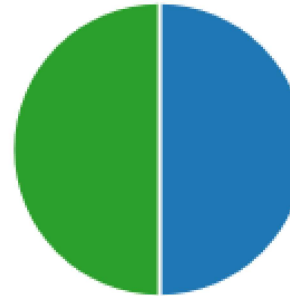
16. **What is the business impact assessed for NON-AVAILABILITY of EXTERNAL DIRECT OR INDIRECT SUPPLIERS to respond and recover enabling you to meet the Recovery Time Objectives?**

● Cannot Deliver Customer Services	0
● Can Deliver Partially	0
● Not Applicable in case of No de...	2



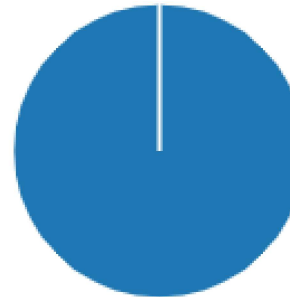
17. **What is the business impact assessed for NON-AVAILABILITY of INTERNAL SUPPORT SERVICES to respond and recover enabling you to meet the Recovery Time Objectives ?**

- Cannot Deliver Customer Services 1
- Can Deliver Partially 0
- No Dependency on Internal Sup... 1



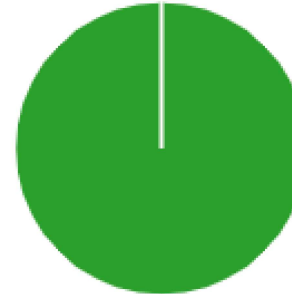
18. **Do you have all VITAL RECORDS accessible for Response and Recovery ?**

- Yes 2
- No 0



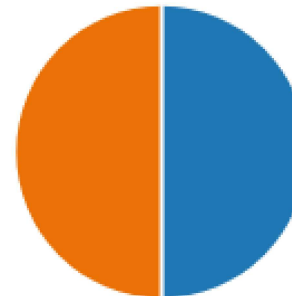
19. **Do you need to backup or restore data and meet the Recovery Point Objective ?**

- Yes - Support from Tech Infrastr... 0
- No - No data or restoration req... 0
- Data is stored in customer syste... 2



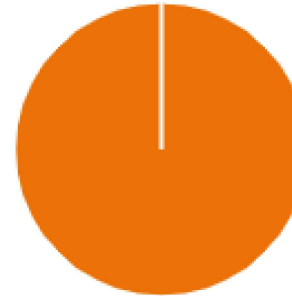
20. **Have you engaged with the Corporate Services, Technical Infrastructure Management Team, Internal Delivery Projects supporting your Delivery project and signed up a Vital Record for BCP - MOU (Memorandum of Understanding) to support the business to meet the Recovery Time Objective and Recovery Point Objective?**

- Yes 1
- No 1



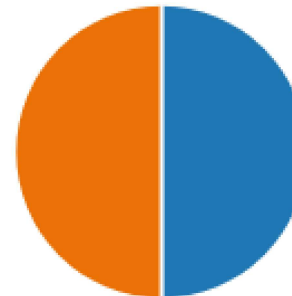
21. **Does the project depend on Cloud Based Outsourced Platforms to recover business important activities to meet the Recovery Time Objective and Minimum Operating Levels ?**

- Yes 0
- No does not depend on Cloud ... 2



22. **Does the project depend on Customer Site hosted environments and Customer aligned Cloud Platforms to recover business important activities to meet the Recovery Time Objective and Minimum Operating Levels ?**

- Yes 1
- Yes depend on customer enviro... 1
- Yes depends on customer aligne... 0
- No does not depend on Custom... 0



23. Is your Lighthouse Continuity Plan documented, tested, and capable to meet the Recovery Point Objective (RPO) and Recovery Time Objective (RTO) for servicing the Project and Important Activities ?

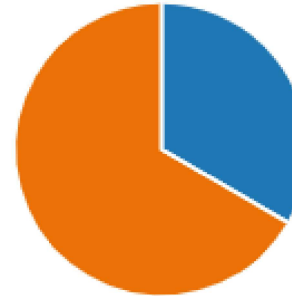


24. Will the documented and tested Lighthouse Continuity Plan enable the project meet the Minimum Operating Level (MOL) for servicing Important Activities ?



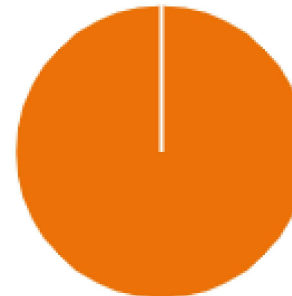
25. **Please choose the Crisis Communication Plans you have documented, tested and ready with for potential disruptions situations**

- Execute Associate Safety & Avail... 1
- Utilize a custom Crisis Communi... 2
- Do not have a crisis communica... 0



26. **Do you need any Specific Support over and above the signed up Memorandum of Understanding with support teams and internal delivery teams for the Service Line Project Delivery to Customers which are potentially impacted in the region due to the disruptive event?**

- Yes 0
- No 2



27. Please Provide the List of Direct and Indirect Suppliers and Dependencies you will require in order to meet the Recovery Time Objective (RTO) , Recovery Point Objective (RPO) and Minimum Operating Level of the Service line project (MOL)

0

Responses

Latest Responses

28. Please Provide the List of Projects for which you need additional support over and above the Memorandum of Understanding / Contracts you have signed up with the required teams and suppliers in the Potentially impacted region

0

Responses

Latest Responses

29. **Please select service line's your project aligns 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...	0
[R V,Narasimham], Engg Service...	0
[Purohit,Kunal], NGS Service Line	0
[Kumar,Kshitij], BFSI Service Line	1
[Dhawan,Sahil], DEA Service Line	0
[Mangal,Manish], Network Servi...	0
[Singh,Saket], CIS Service Line	0
[Pai,Ajith], Hi-Tech ME Service Li...	0
[PALLE,KRISHNA KUMARI], DIG ...	0
[Mangal,Manish], FUNC LCC	0
[Soneja,Atul], COO Delivery SUP...	0
[Soneja,Atul], COO Delivery Excl...	0
[Sen,Birendra], BPO_DEL,	1
[Sen,Birendra],BPO-DOM	0
[Ramachandran,Seshan], HLS Se...	0
[Karkera,Sunil], XDS CX Service L...	0
[N S,Manikantan], Manufacturin...	0
[N S,Manikantan], Function Thir...	0
[Agnihotri,Sanjay], ZEN3	0
Other	0

