

E-1022 : BRE Terminal: Exercise Closing Assessment

388

Responses

06:42

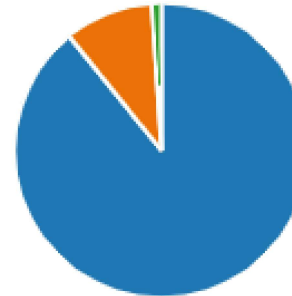
Average time to complete

Closed

Status

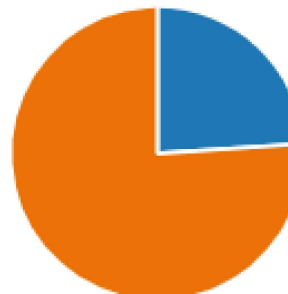
1. Are you safe and available for recovery and business continuity of services?

● SAFE and AVAILABLE	346
● SAFE and NOT AVAILABLE	38
● NOT SAFE and NOT AVAILABLE	4



2. Are you an active participant in the exercise?

● Yes	93
● No	295

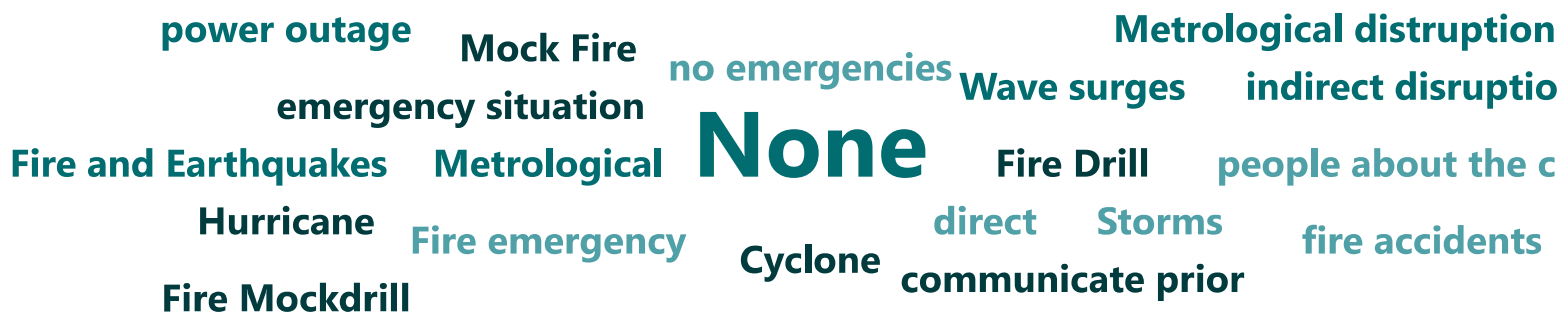


3. What were the Reported evacuation emergencies ?

93
Responses

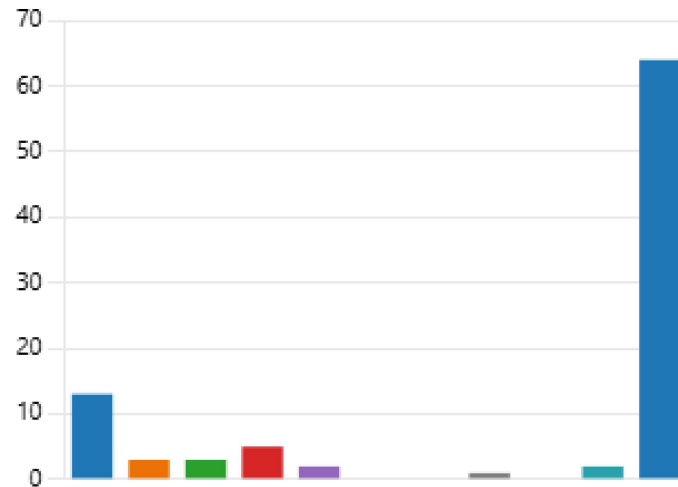
Latest Responses

30 respondents (32%) answered **None** for this question.



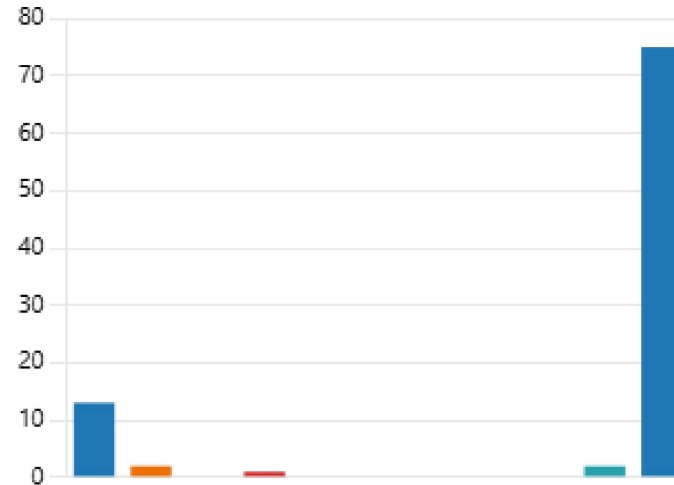
4. Logged in Number of Service Tickets for IT Needs Services

1	13
2	3
3	3
4	5
5	2
6	0
7	0
8	1
9	0
10	2
Other	64



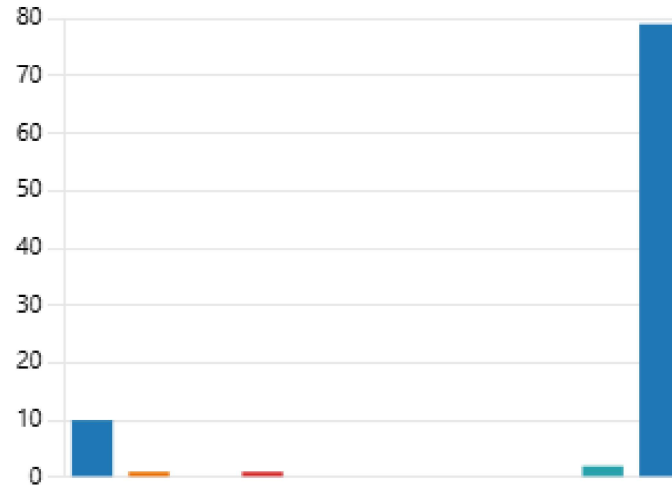
5. Logged in Number of Service Tickets for Application outages

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2	2
3	0
4	1
5	0
6	0
7	0
8	0
9	0
10	2
Other	75



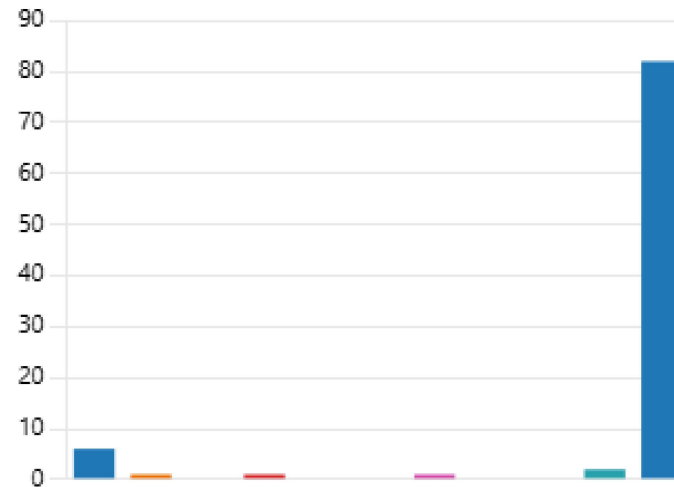
6. Logged in Number of Service Tickets for Exception Access for Security Clearance

● 1	10
● 2	1
● 3	0
● 4	1
● 5	0
● 6	0
● 7	0
● 8	0
● 9	0
● 10	2
● Other	79



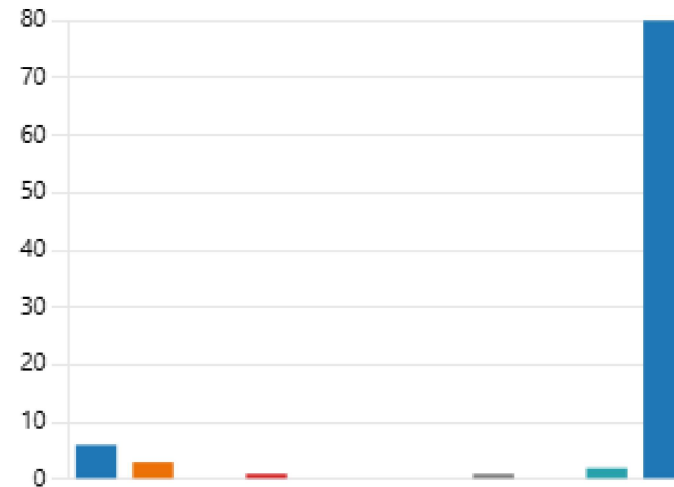
7. Logged in Number of Service Tickets for Supplier support

1	6
2	1
3	0
4	1
5	0
6	0
7	1
8	0
9	0
10	2
Other	82



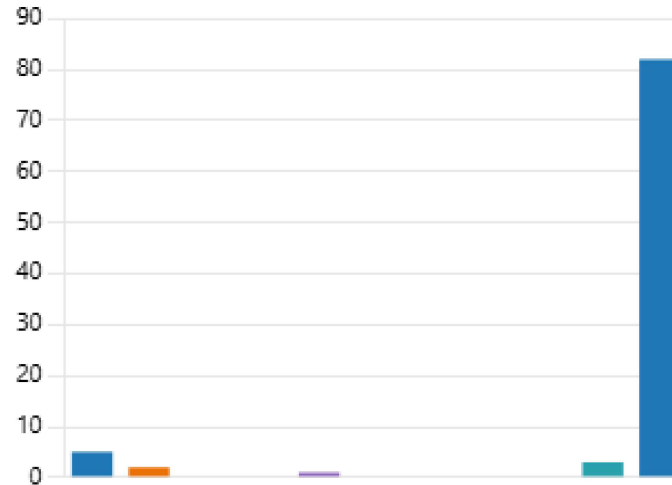
8. Logged in Number of Service Tickets for Facilities Support

● 1	6
● 2	3
● 3	0
● 4	1
● 5	0
● 6	0
● 7	0
● 8	1
● 9	0
● 10	2
● Other	80



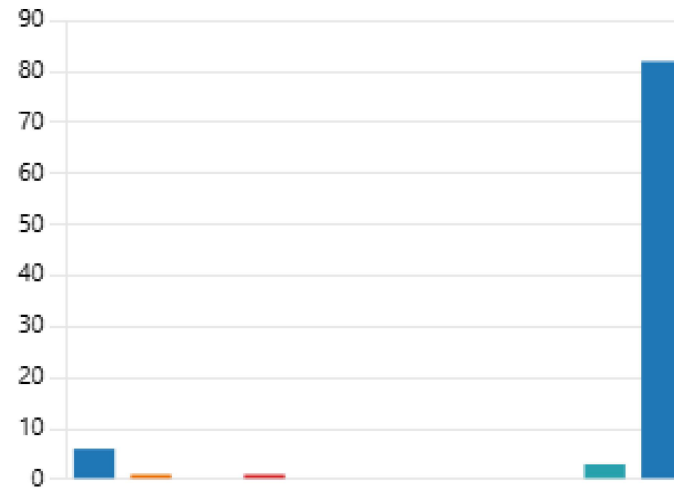
9. Number of Medical emergencies in the test window reported to BHR for support

● 1	5
● 2	2
● 3	0
● 4	0
● 5	1
● 6	0
● 7	0
● 8	0
● 9	0
● 10	3
● Other	82



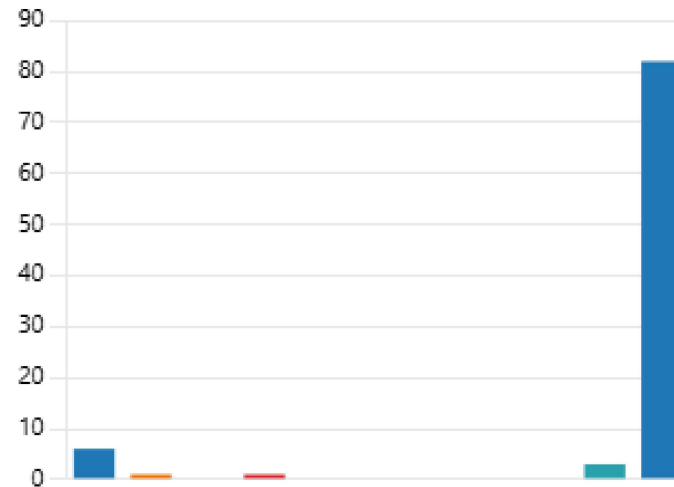
10. Data restoration - number of files

1	6
2	1
3	0
4	1
5	0
6	0
7	0
8	0
9	0
10	3
Other	82



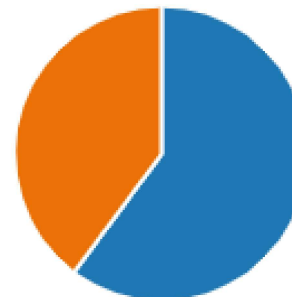
11. Data restoration issues reported

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4	1
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6	0
7	0
8	0
9	0
10	3
Other	82



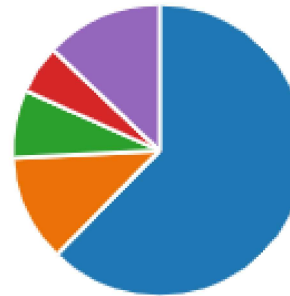
12. Data restoration operation meeting RPO

Yes	56
No	37



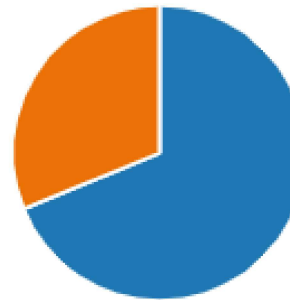
13. In how much time was the business up and running meeting minimum operating level?

● Immediate recovery < = 1 hour	58
● > 1 hour and < = 4 hours	11
● > 4 hours and < = 24 hours	7
● > 24 hours	5
● Other	12

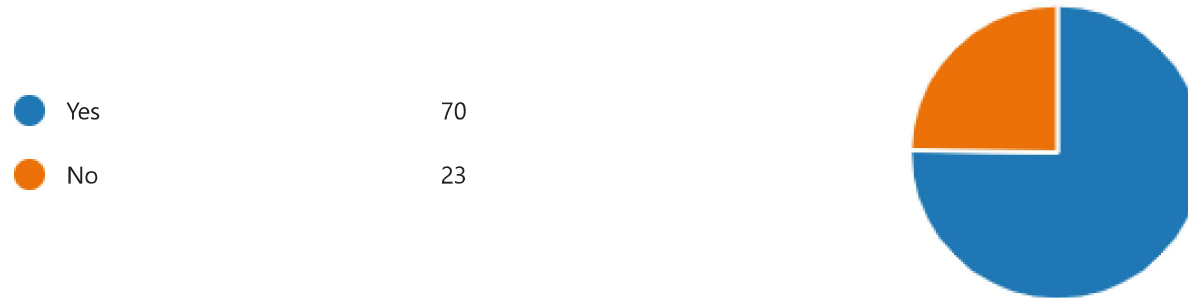


14. Was the project management engaged in the test?

● Yes	64
● No	29



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

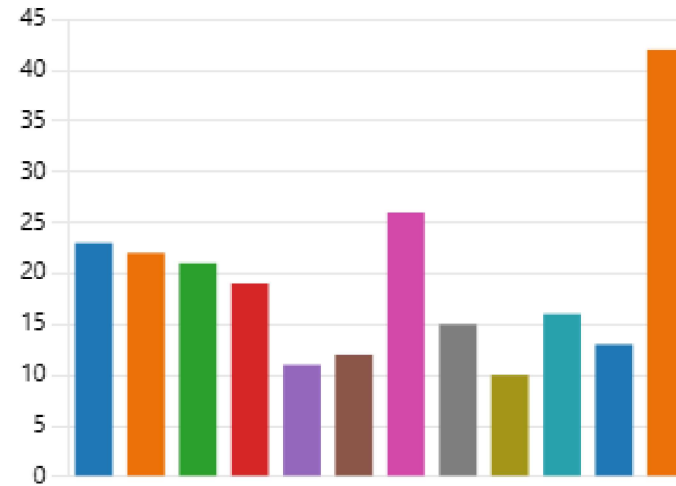


16. **Was customer notified about the test progress for the complete test window**



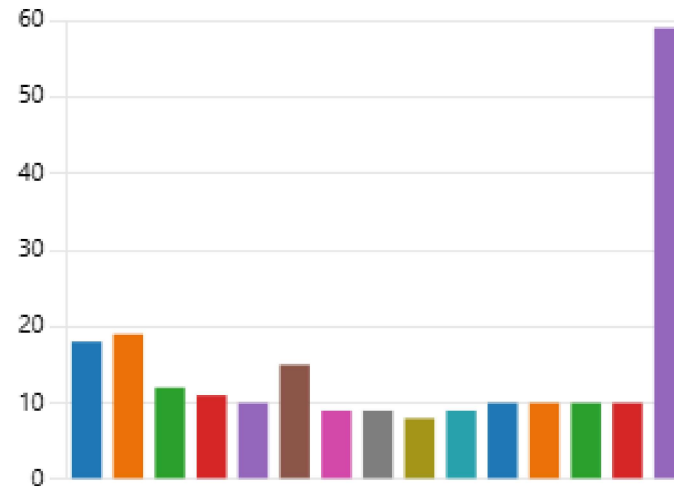
17. Learnings

- MOU with Corporate Services wi... 23
- MOU with Technical Infrastructu... 22
- Transportation delays to reach o... 21
- Transport delays to reach home ... 19
- Need to upgrade recovery strat... 11
- Need to review the RTO rating ... 12
- Team requires to be aware of th... 26
- Responsiveness to reach 100% r... 15
- Customer Application outage co... 10
- Power outage at residence redu... 16
- Absenteeism reduces capability ... 13
- Other 42



































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	18
● Concentration risk	19
● Customer dependency risk	12
● Data restoration turnaround risk	11
● Unsigned Internal MOU risk	10
● IT Needs Service Delivery Undefi...	15
● Loss of RTO due to non-availabil...	9
● Loss of RTO and RPO due to Sys...	9
● Loss of RTO due to missing Me...	8
● Loss of RTO due to missing Me...	9
● Loss of RTO due to SLA with Ext...	10
● Loss of RTO due to supplier imp...	10
● Loss of RTO due to disruption in...	10
● Loss of RTO due to extended ET...	10
● Other	59






















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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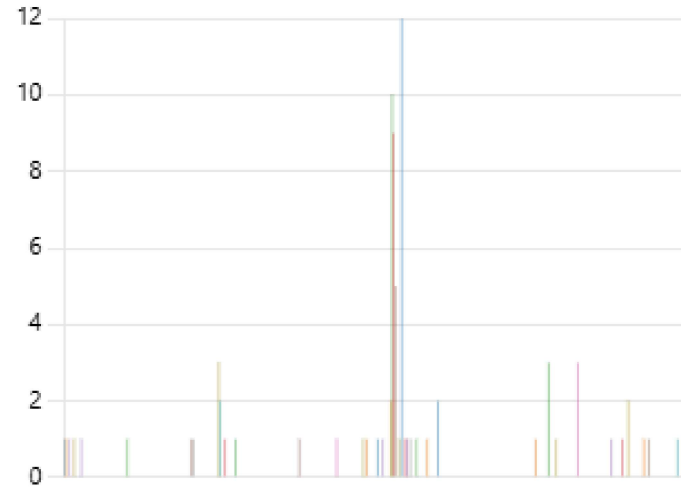
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