

E-1041: BRE MID-WAY: Check Point

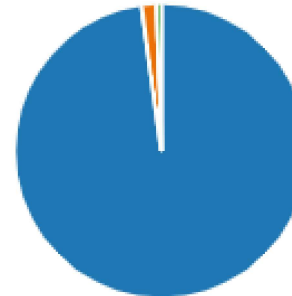
184
Responses

13:57
Average time to complete

Closed
Status

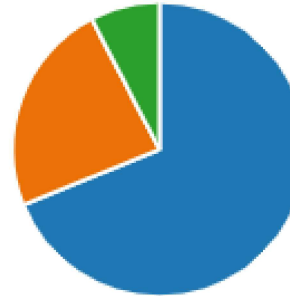
1. Are you safe and available for recovery and business continuity of services?

- SAFE and AVAILABLE 180
- SAFE and NOT AVAILABLE 3
- NOT SAFE and NOT AVAILABLE 1



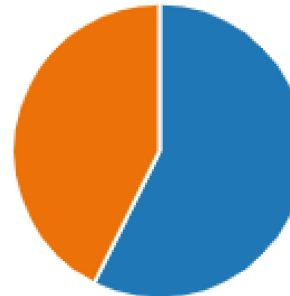
2. Are you participating in the exercise?

● Yes Participating	126
● Yes as Observer	43
● Other Work Being Done	14



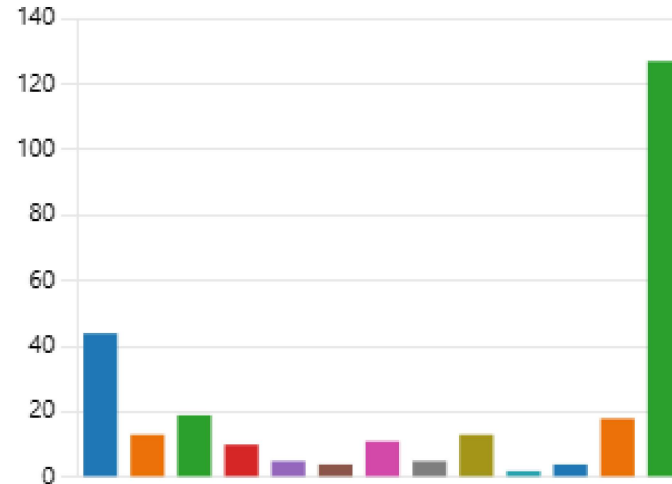
3. Did you evacuate during the business recovery exercise ?

● Yes	105
● No	78

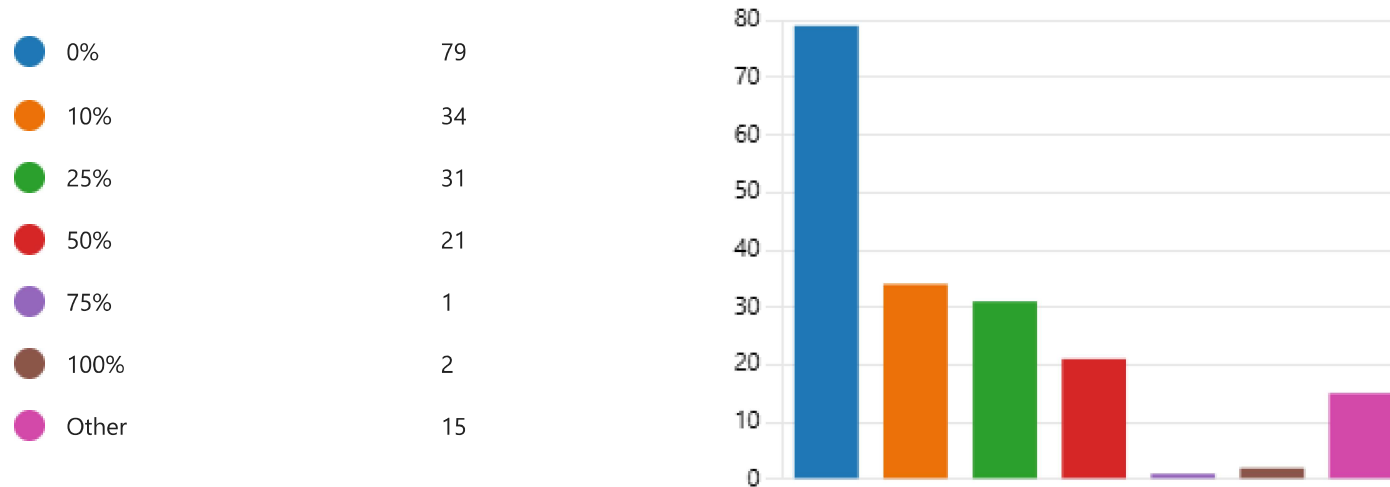


4. **Were there any IT , Technology related disruptions which impacted MULTIPLE associates in the team. Select all applicable from the list below.**

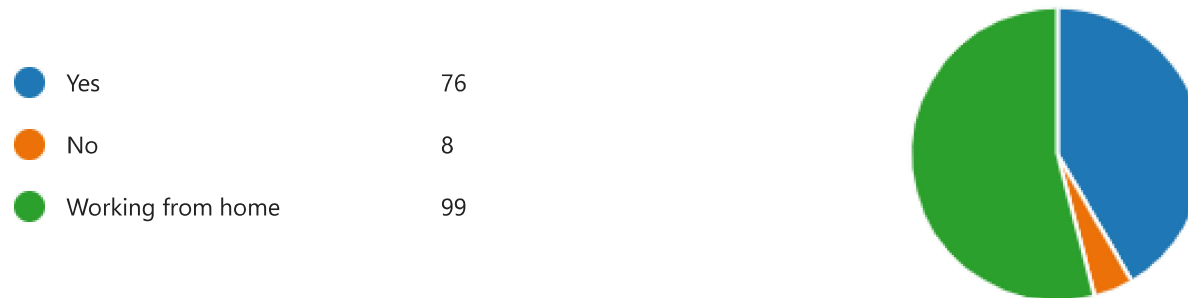
● Network Outage	44
● System Outage	13
● Application Outage	19
● Global IT Outage	10
● Data Center Not Available	5
● Customer Data Center Not Avail...	4
● Cloud services disrupted	11
● Data Restoration Failure	5
● System Access Failure	13
● Supplier Dependency service fai...	2
● 4th party to Nth party indirect s...	4
● Incidental less than equal to 1 h...	18
● No Global IT Outages	127



5. What is the % of absenteeism you can withstand the delivery services meeting the RTO

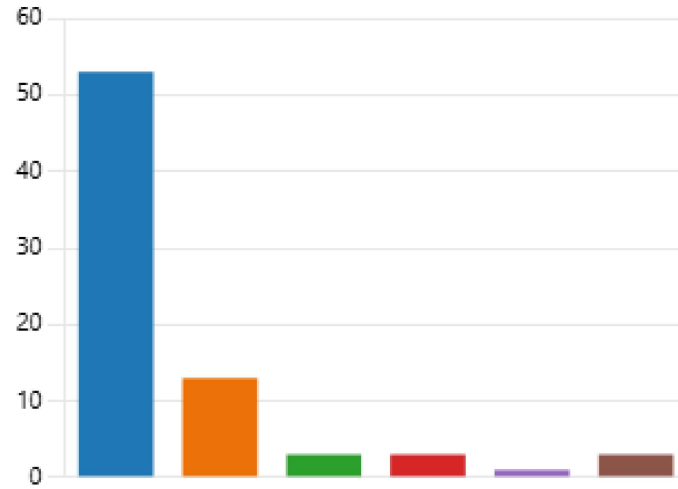


6. Are you working from the Office Premises (Primary Site, Alternate Site, Customer Site, Recovery Site) ?



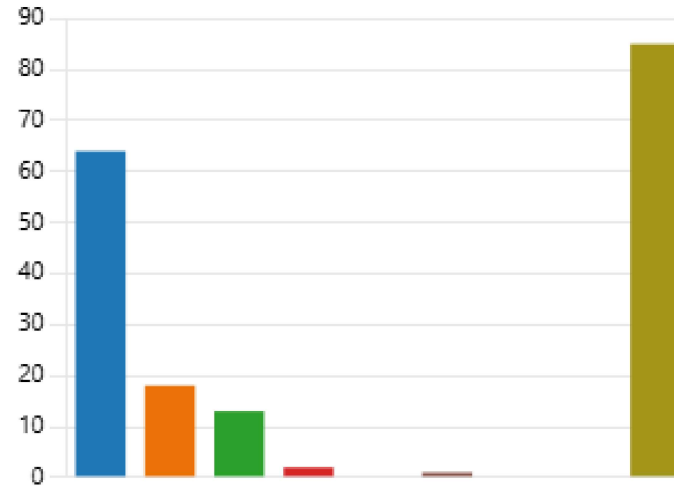
7. Do you have a identified seat for working from office (Primary site, Alternate Site, Customer Site, Recovery Site) ?

● Yes	53
● Hot Desk available	13
● Seat not allocated	3
● Space Management Supported	3
● No Seat Available	1
● No Seat Allocated	3



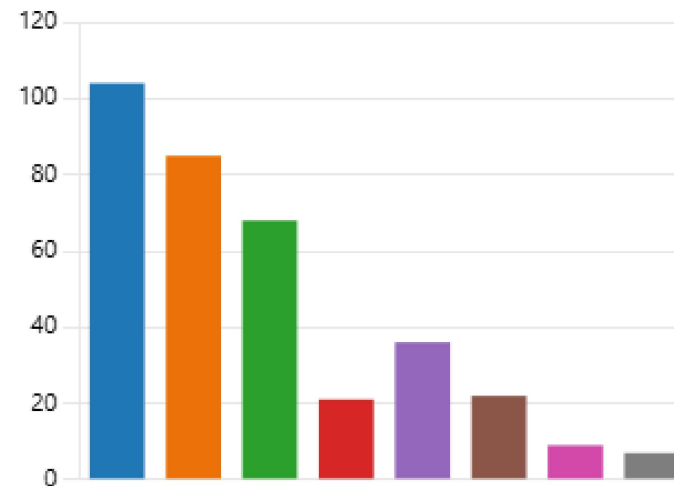
8. In case of Remote Working what is the duration of power outages experienced (In number of hours) ?

● < 1	64
● 1	18
● 2	13
● 3	2
● 4	0
● 5	1
● 6	0
● 7	0
● Incidental near ZERO (0)	85



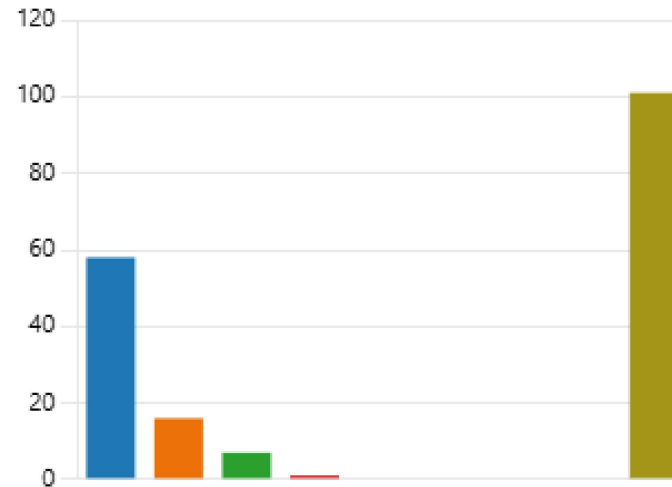
9. Which work recovery strategy do you activate in the event of power outage? Select all applicable

● Extend shift	104
● Travel to Office & work	85
● Genset backup	68
● Move work to team	21
● Work from Office support	36
● Onsite support	22
● Customer office support	9
● Do nothing	7



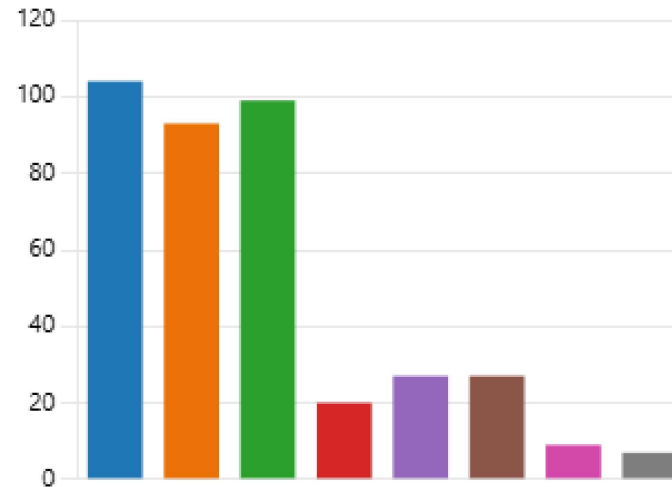
10. What is the duration of loss of internet connectivity experienced in remote working (In number of hours)

● < 1	58
● 1	16
● 2	7
● 3	1
● 4	0
● 5	0
● 6	0
● 7	0
● Incidental near ZERO (0)	101



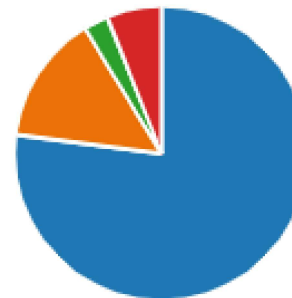
11. Which work recovery strategy do you activate in the event of connectivity loss? Select all applicable

● Extend shift	104
● Travel to Office & work	93
● Alternate Connectivity	99
● Move work to team	20
● Work from Office support	27
● Onsite support	27
● Customer office support	9
● Do nothing	7

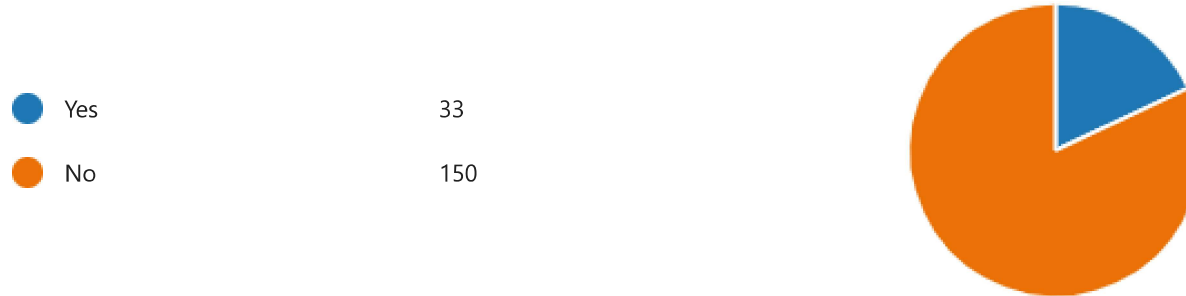


12. Do you have the required system access for the business continuity and recovery actions?

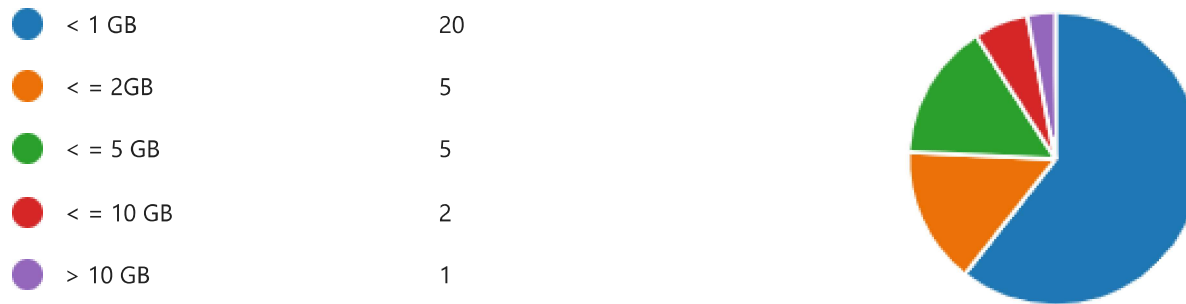
● Yes	141
● No	26
● ICT / DR Setup to be configured	5
● Other	11



13. Have you checked data restoration of vital records ?

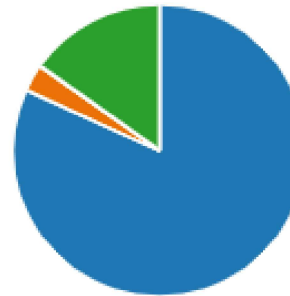


14. What is the volume of data restoration tested and examined during the test?



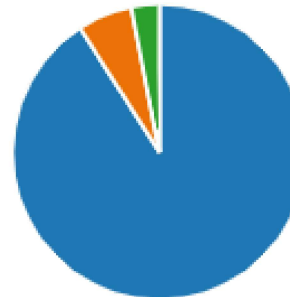
15. Was the data restoration examined for completeness ?

● Yes	27
● No	1
● Partially	5
● Data Restoration Failed	0
● Data Restoration did not compl...	0



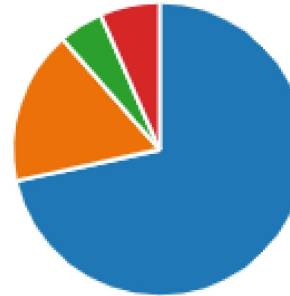
16. Was RPO (Recovery point objective) met after data restoration ?

● Yes	30
● No	2
● Partially	1
● Data Restoration Failed	0
● Data Restoration did not compl...	0



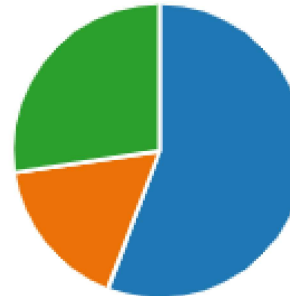
17. Do you have data communication connectivity available ?

● Yes	131
● No	31
● Partially available	9
● Other	12



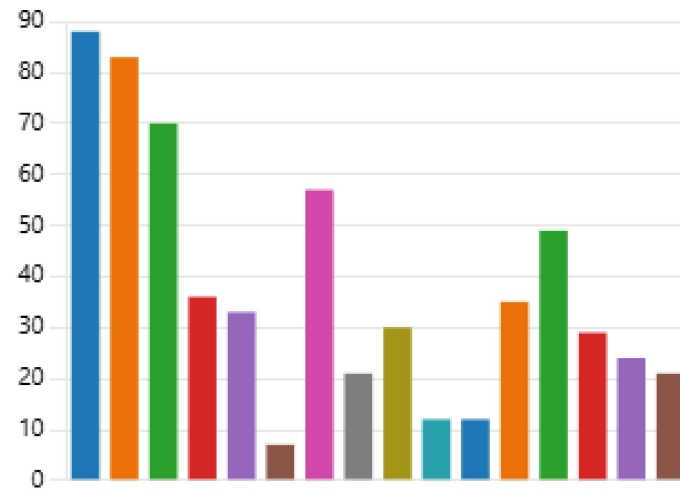
18. Is the crisis communication plan documented

● Yes in Lighthouse	102
● Custom Plan	31
● No communication plan	50



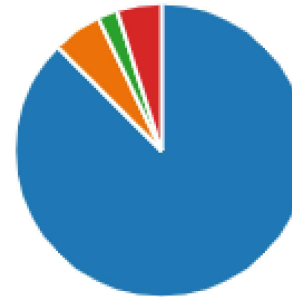
19. What is the content in your Crisis Communication to the Customer? - Select items as applicable and will be included by you.

● Current Situation	88
● Work items priority	83
● Business Impact Analysis	70
● Contingency head count	36
● IT needs readiness	33
● Non-IT services readiness	7
● Estimated Time of Availability	57
● Service Degradation levels to ex...	21
● First Point Contact for Informati...	30
● Organizational readiness insights	12
● Missed RTO, RPO or SLA item	12
● Recovery strategy in plan	35
● Estimated Time of Recovery	49
● Support required from customers	29
● No communication sent from m...	24
● Other	21



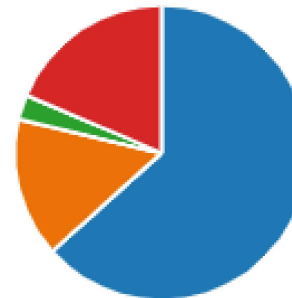
20. Are the required IT Needs (Desktop/ Laptop / Software / Connectivity / Access / Special needs) available ?

● Yes	160
● No	10
● ICT DR/Systems to be set up	4
● Other	9



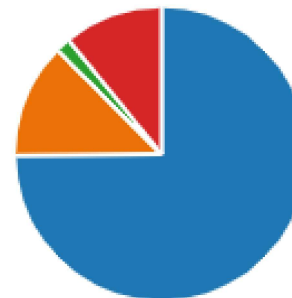
21. Are the Data Center ICT / systems and applications available ?

● Yes	116
● No	28
● Partially available	5
● Other	34



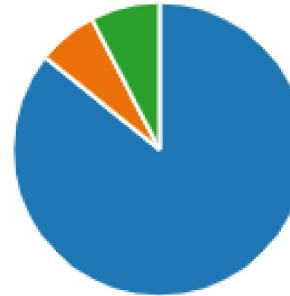
22. Are the Customer Data Center / ICT systems and applications available ?

● Yes	137
● No	23
● Partially available	3
● Other	20



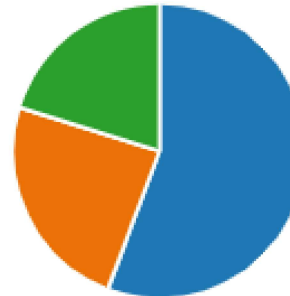
23. Are the Internal support teams services available ?

● Yes	157
● No	12
● Other	14



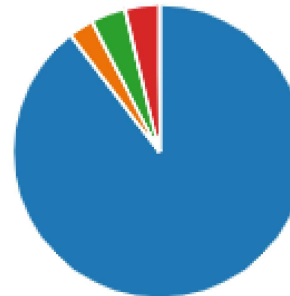
24. Do you have your Supplier/s support for recovery and support available ?

● Yes	102
● No	44
● Other	37



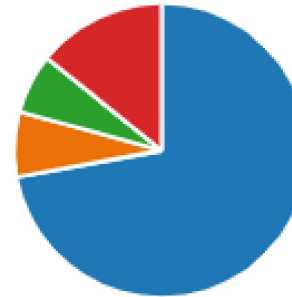
25. Are all IT Needs available ?

● Yes	164
● No	5
● Partially available - setup required	7
● Other	7


























26. Does the operating location have food and beverage services for recovery support?
























● Yes	132
● No	13
● Need to engage for F&B require...	12
● Other	26



27. **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.*}
























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 Y.IN2307154	1
 Y.IN2301566	0
 Y.IN2300787	0
 Y.IN2308011	0
 Y.IN2301632	0
 Y.IN2201726	0
 Y.IN2308087	0
 Y.IN2301873	0
 Y.IN2300944	1
 Other	153

28. 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...	10
[R V,Narasimham], Engg Service...	12
[Purohit,Kunal], NGS Service Line	25
[Kumar,Kshitij], BFSI Service Line	17
[Dhawan,Sahil], DEA Service Line	19
[Mangal,Manish], Network Servi...	8
[Singh,Saket], CIS Service Line	11
[Pai,Ajith], Hi-Tech ME Service Li...	4
[PALLE,KRISHNA KUMARI], DIG ...	11
[Mangal,Manish], FUNC LCC	0
[Soneja,Atul], COO Delivery SUP...	2
[Soneja,Atul], COO Delivery Excl...	0
[Sen,Birendra], BPO_DEL,	18
[Sen,Birendra],BPO-DOM	2
[Ramachandran,Seshan], HLS Se...	3
[Karkera,Sunil], XDS CX Service L...	21
[N S,Manikantan], Manufacturin...	5
[N S,Manikantan], Function Thir...	0
[Agnihotri,Sanjay], ZEN3	1
Other	22

