DE-MYSTIFY   BUSINESS CONTINUITY & RESILIENCE SCORE ITEMS IN SPHR SCORE CARD

Project Score Card   Red – Non-Compliant,   Green – Compliant,   Amber – Partly Compliant

Parameter ID	Risk Indicator	Status As On Date	Status	Action Expected
110	Business Continuity Plan	20-06-2024	Non Compliant	**Action :** Complete the Business Continuity plan in Lighthouse, Validation Test Report errors and Generate/ Paginate the Project Roll Up Plan, Business Impact Analysis Annual Renewal actions, Plan head count and contingency head count verification in the plan documentation, Sign up the memorandum of understanding or contracted service levels with direct / indirect suppliers for service dependencies internal / external suppliers, along with business recovery test results for approvals from customer representative, risk officer / compliance lead, plan approver / IBU head in Lighthouse for the Project ID. (For continuity information insight please refer : isg.techmahindra.com/Bcp-ProjectManager.aspx and follow every step in the flow and narration. For SPHR and Business Continuity Internal / External / Customer Audit Preparation and Readiness information insight please refer: isg.techmahindra.com/BCP-Audit.aspx. Help aid is available which can be downloaded for SPHR navigation support) **Description :** Without a tested BCP, in times of crisis the BCP plan may fail to provide the intended results. During a crisis, course corrections are not possible and the plan will be rendered inoperable.
120	BCP - Drills & MOU Readiness Tests	20-06-2024	Non Compliant	**Action :** Complete the drill, mechanized Calltree response across the project, respond to the checkpoint and schedule, test project for end-to-end business recovery across occupying buildings including direct and indirect, internal, and external dependencies, partners, customers, and suppliers (For continuity information insight please refer : isg.techmahindra.com/Bcp-ProjectManager.aspx and follow every step in the flow and narration). For SPHR and Business Continuity Internal / External / Customer Audit Preparation and Readiness information insight please refer: isg.techmahindra.com/BCP-Audit.aspx . Help aid is available which can be downloaded for SPHR navigation support) **Description :** Without a tested BCP, in times of crisis the Business Continuity Plan may fail to provide the intended results. During a crisis, course corrections are not possible and the plan will be rendered inoperable.

SPHR – SCORE ID 110 : BCP Plan

Sr	Activity	Score Status Fully Compliant	Score Status Non Compliant	Action required
1	Lighthouse plan documentation complete with all validation check points, project roll up all clear, Compliance sign off complete, Customer collaboration with test results review, sign off internal to business & IBU head sign off complete.	✓		Complete Lighthouse plan documentation, validation & sign off's
2	Lighthouse plan documented but validation check points and project roll up plan, review & sign off Compliance / Customer & IBU Head not completed		✓	Check validation report for errors if any and complete the plan
3	Risk / Compliance Sign off not complete		✓	Engage with Risk / Compliance for sign off and review
4	Risk / Compliance Sign off complete but IBU head sign off not complete		✓	Engage with Customer and IBU head for sign off and review
5	IBU head sign off not complete after Customer sign off		✓	Engage with IBU head for sign off completion
6	IBU head & customer sign off complete but Risk / Compliance Sign off not complete		✓	Engage with Risk / Compliance manager for sign off

**Read and Follow the Business Continuity Management Flow for Project Managers
https://isg.techmahindra.com/Bcp-ProjectManager.aspx**

SPHR – SCORE ID 120 : BCP Drills & MOU Readiness Tests

Sr	Activity	Score Status Not Completed	Score Status Fully Compliant	Score Status Non Compliant	Action required
1	MOU Documented and Testing Completed		✓		Continue monitoring and maintain readiness consistently
2	MOU **Not Documented** and Testing **Completed**	✓			Complete documentation of ICT-101 and RESCUE-101 MOU forms - download help aid and complete action
3	MOU Documented and **Testing Not Completed**			✓	Complete testing of business recovery tests, call tree tests, and update results in Lighthouse
4	MOU **Not Documented** and Testing **Not Completed**	✓			Complete documentation of ICT-101 and RESCUE-101 MOU forms - download help aid and complete action, Test the continuity plan and update results in Lighthouse

Read information & Download help aid to complete MOU action
https://isg.techmahindra.com/Bcp-MOU-VITA-RECORDS.aspx