

**CPS 230**  
ISG-RF0XX, Ver. 1.0



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## 1. INTRODUCTION

This document provides a brief of the CPS 230 business continuity and resilience requirement alignment to Lighthouse – Full Life Cycle Plan sequence. The ICT/DR Service Center Template shall be integrated either in its form or adopted by the customer who is complying with the standard.

The BOARD has been provided with an update of our organization supporting business units to align with the standard as requested by their customers case to case.

## 2. CPS 230 AND CONTINUITY

Below are salient requirements to accomplish the objectives of CPS 230 as a supplier to the customers.

The Full Life Cycle Business Continuity Plan, ICT/DR templates as well as Supplier Continuity Plan enables you to accomplish the objectives.

CPS 230 is an Australian Prudential Regulation Authority (APRA) standard focusing on operational risk management, including business continuity requirements.

The standard applies to APRA-regulated entities such as banks, insurers, and superannuation funds.

Here are the business continuity requirements under CPS 230:

### 1. Business Continuity Management Framework

Entities must establish and maintain a robust business continuity management (BCM) framework to ensure critical operations can continue during disruptions. This framework must include strategies to mitigate risks and ensure timely recovery of critical business operations.

### 2. Critical Operations Identification

Organizations must identify their critical operations, including third-party services essential for their functioning. The assessment must evaluate the impact of disruptions on stakeholders, financial stability, and reputation.

### 3. Business Continuity Plans (BCPs)

Comprehensive BCPs must be developed, maintained, and periodically reviewed. BCPs should address the following:

1. Key dependencies (e.g., systems, data, people, suppliers).
2. Recovery time objectives (RTOs) and recovery point objectives (RPOs).
3. Communication plans for internal and external stakeholders.

### 4. Testing and Assurance

Regular testing of business continuity plans is mandatory to ensure effectiveness. Tests must simulate realistic disruption scenarios, including cyberattacks and natural disasters. Testing outcomes should be documented and used to improve the BCM framework.

### 5. Incident Response and Recovery

Entities must have procedures for responding to incidents promptly and effectively. This includes escalation protocols, resource allocation, and communication strategies to manage disruptions.

### 6. Third-Party Dependencies

Risks arising from third-party arrangements must be identified and managed. Business continuity plans should include contingencies for disruptions in third-party services.

### 7. Governance and Oversight

Boards and senior management are accountable for the BCM framework and must ensure adequate resources and expertise are allocated. Regular reporting to the board on BCM activities, testing results, and improvements is required.

### 8. Documentation and Record Keeping

All components of the BCM framework, including policies, plans, and testing results, must be well-documented. Documentation should be accessible during disruptions.

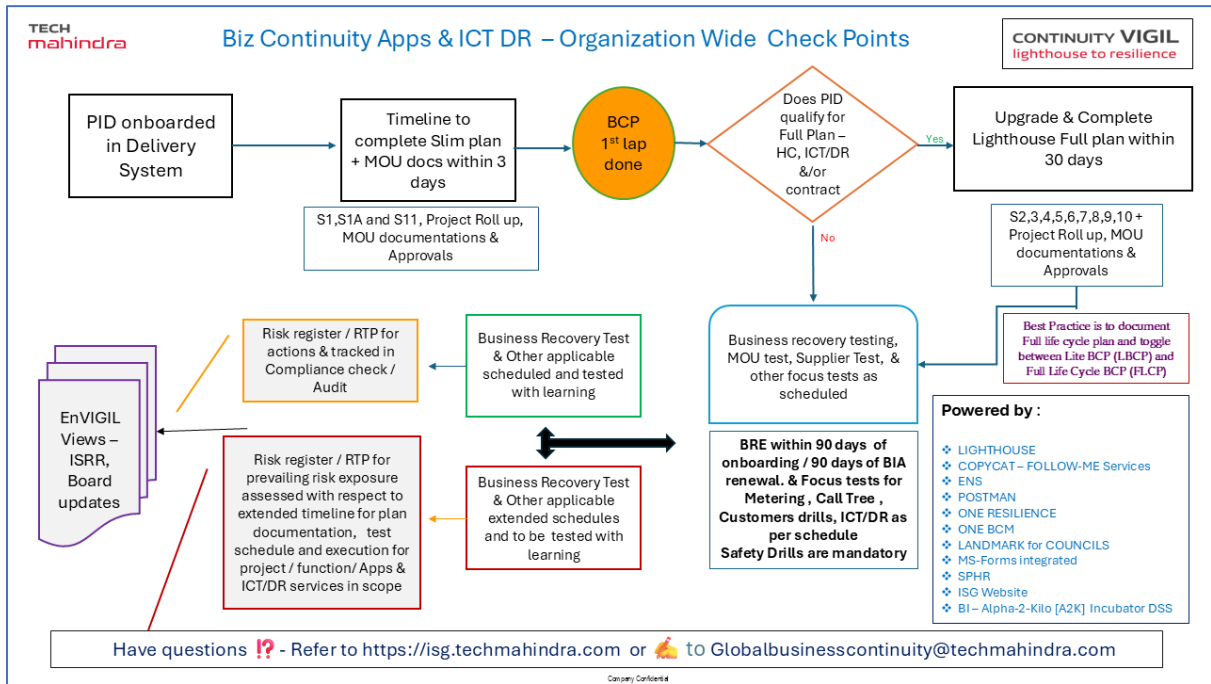
### 9. Regulatory Compliance

APRA must be notified promptly in the event of significant disruptions. Entities must comply with APRA's reporting requirements and provide information on BCM activities upon request.

To equate scenarios refer the annexure.

**3. CONTINUITY FLOW**

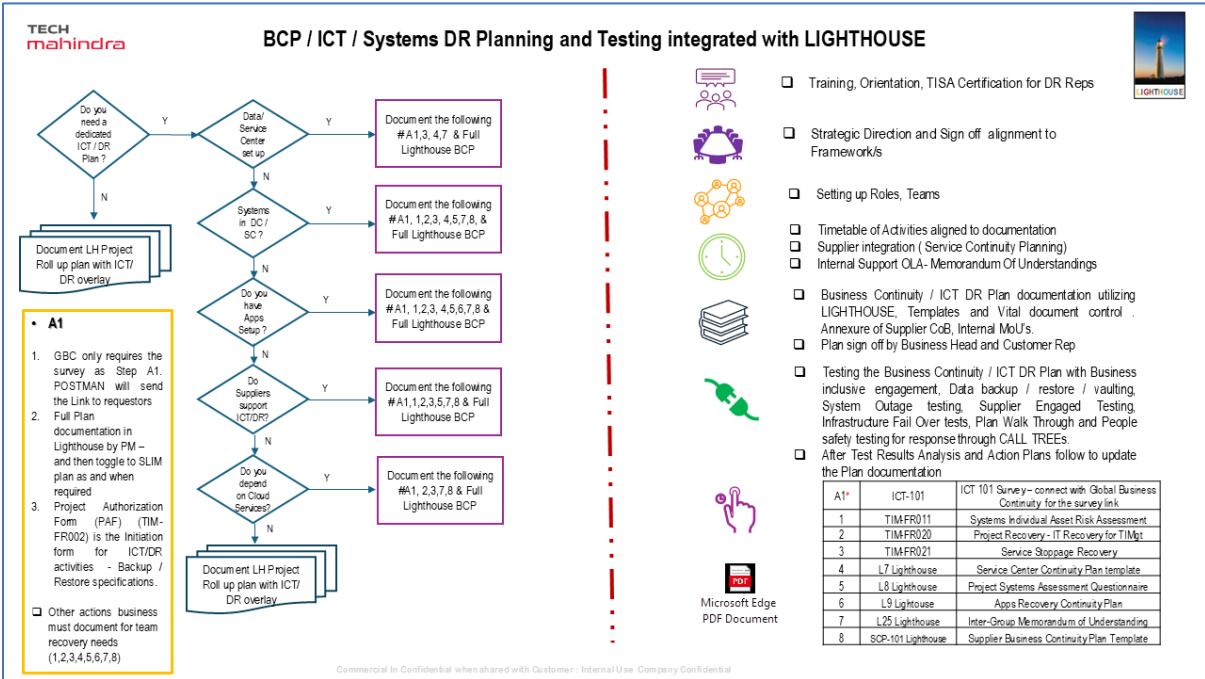
The below flow chart must be followed to accomplish the objectives of CPS 230. The Full Life Cycle Business Continuity Plan is essential.



**1.1 ICT/DR SYSTEMS RECOVERY PLAN**

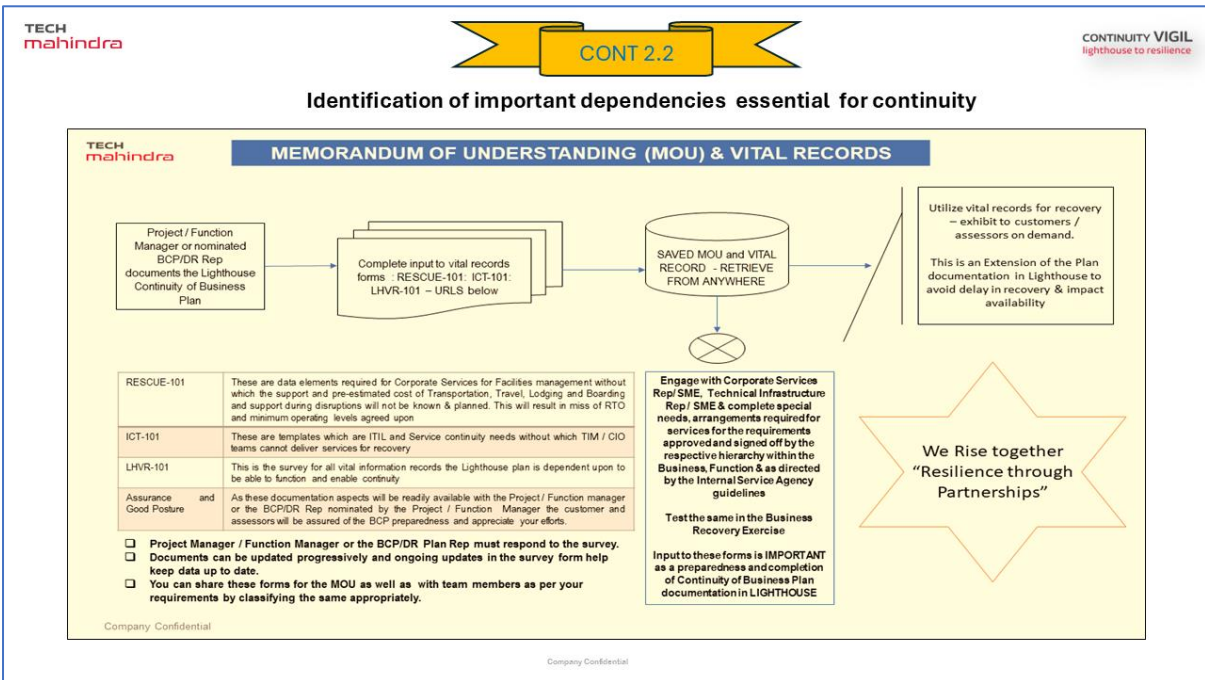
The below flow chart must be followed to accomplish the objectives of CPS 230. The various IT Service management templates and the Service Center Continuity Plan Template ( 1 to 8 ) in the list below will enable documentation requirements be met.

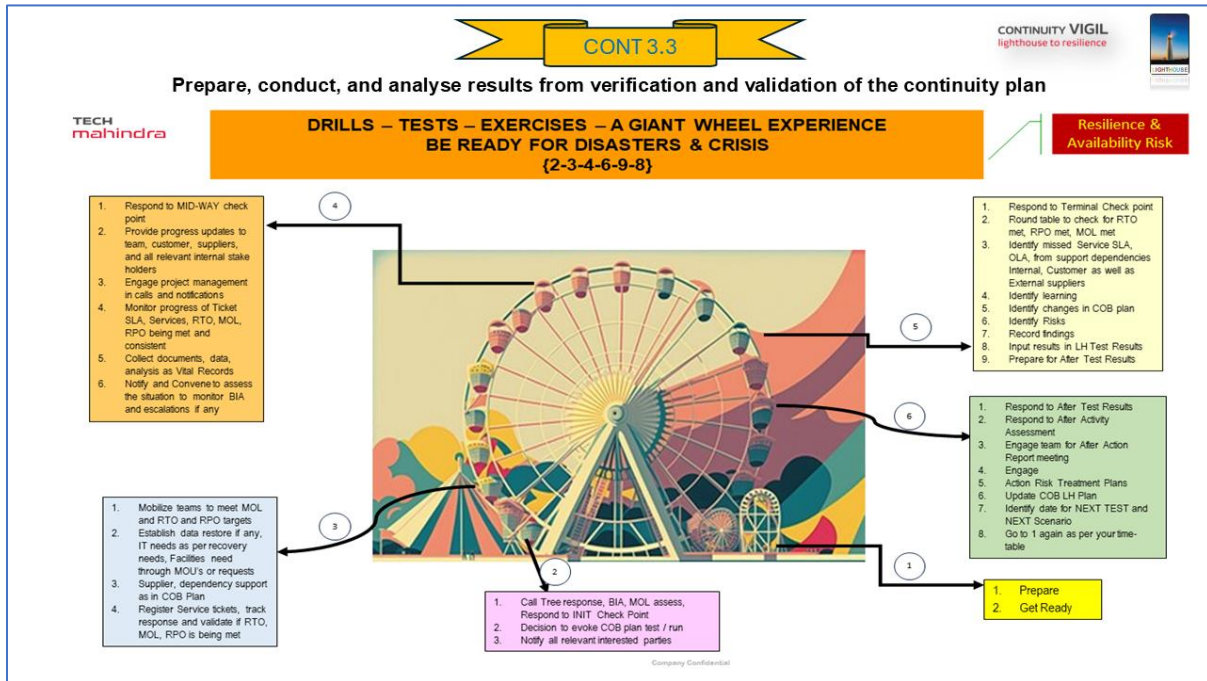
In case the customer requires for ICT/DR Systems recovery a customized template please adopt the same and provide linkages in the Lighthouse Full Life Cycle Continuity plan the URLs of the repository where the documents are stored for retrieval.



## 1.2 MEMORANDUM OF UNDERSTANDING & TESTING – INTERNAL SERVICES

The internal services for IT and NON IT support as well as direct and indirect services from external suppliers shall be monitored through service continuity plans of supplier’s documentation and integrated testing.





**4. PROJECT BCP ROLL UP**

Every LIGHTHOUSE plan paginated from the system has the overlay listed below embedded. ICT/DR templates, plan documentation shall be aligned to the ICT/DR documentation requirements and stored as Vital records. In the option of the customer templates mandated the same may be documented by the business and stored as a vital record in the Lighthouse Full Life Cycle Plan repository URL.

**1.3 NO BUILDING**

The below strategies will be activated as response plans. Support to enable is provided by the Technology Teams, Infrastructure Support team and the Corporate Services for Transportation, Facilities and Secondary Production Site Recovery Seats. Boarding and Lodging is availed as per requirements for associates in the recovery team.

Non-Pandemic Scenario	Pandemic Scenario
<ol style="list-style-type: none"> <li>1. People wellness checked VIA call tree</li> <li>2. Split teams offshore and onsite recovery</li> <li>3. Work from home would be additional strategy</li> <li>4. Moving people to alternate building within the city and alternate cities would be extended strategies</li> </ol>	<ol style="list-style-type: none"> <li>1. Associate wellness by people managers Calltree</li> <li>2. Split Teams</li> <li>3. Work from home</li> <li>4. Extend shift</li> </ol>

Hybrid Work Model – Office building not available	Hybrid work model – ability to work from home disrupted
<ol style="list-style-type: none"> <li>1. People wellness checked VIA ENS/Postman/Call tree.</li> <li>2. Work from home would be an additional strategy.</li> </ol>	<ol style="list-style-type: none"> <li>1. People wellness checked VIA ENS/Postman/Call tree.</li> <li>2. Work from home would be an additional strategy.</li> </ol>



Hybrid Work Model – Office building not available	Hybrid work model – ability to work from home disrupted
3. Respond to Mechanized Call Tree ( <a href="mailto:Calltree@techmahindra.com">Calltree@techmahindra.com</a> ) and Respond to Continuity event Check Point Assessment. Follow Acceptable usage policy	3. Enable Travel of people to nearest alternate office building within the city and alternate cities would be extended strategies 4. Activate Split Teams support 5. Activate Work from customer office / alternate reciprocal site as applicable. 6. Extend shift, Alter shift 7. Respond to Mechanized Call Tree ( <a href="mailto:Calltree@techmahindra.com">Calltree@techmahindra.com</a> ) and Respond to Continuity event Check Point Assessment. Follow Acceptable usage policy

**1.4 NO CITY**

The below strategies will be activated as response plans. Support to enable is provided by the Technology Teams, Infrastructure Support team and the Corporate Services for Transportation, Facilities and Secondary Production Site Recovery Seats. Boarding and Lodging is availed as per requirements for associates in the recovery team.

Non-Pandemic Scenario	Pandemic Scenario
1. People wellness checked VIA call tree 2. Split teams offshore and onsite recovery 3. Work from home would be additional strategy 4. Moving people to alternate building within the city and alternate cities would be extended strategies	1. Associate wellness by people managers call tree 2. Split Teams 3. Work from home 4. Extend shift

Hybrid Work Model – Office/s in city not available	Hybrid work model – work At home only
1. People wellness checked VIA ENS/Postman/Call tree. 2. Work from home is the recovery strategy. Continue to work from the office to the extent of occupancy for Lodging and Boarding facilities within office campus with associate, government, consent 3. Respond to Mechanized Call Tree ( <a href="mailto:Calltree@techmahindra.com">Calltree@techmahindra.com</a> ) and Respond to Continuity event Check Point Assessment. Follow Acceptable usage policy	1. People wellness checked VIA ENS/Postman/Call tree. 4. Work from home is the recovery strategy. Continue to work from the office to the extent of occupancy for Lodging and Boarding facilities within office campus with associate, government, consent. 2. Activate Split Teams support, Cross border recovery, Onsite recovery extensions. 3. Extend shift, Alter shift 4. Respond to Mechanized Call Tree ( <a href="mailto:Calltree@techmahindra.com">Calltree@techmahindra.com</a> ) and Respond to Continuity event Check Point Assessment. Follow Acceptable usage policy

**1.5 NO COUNTRY**



The below strategies will be activated as response plans. Support to enable is provided by the Technology Teams, Infrastructure Support team and the Corporate Services for Transportation, Facilities and Secondary Production Site Recovery Seats. Boarding and Lodging is available as per requirements for associates in the recovery team.

Non-Pandemic Scenario	Pandemic Scenario
<ol style="list-style-type: none"> <li>1. Onsite / Offshore recovery</li> <li>2. Move people to Customer location offices or /and additional countries as applicable on business travel as per customer requests and sponsorship</li> <li>3. Split teams across operating countries of operations</li> </ol>	<ol style="list-style-type: none"> <li>1. Work from home as applicable</li> <li>2. Social distancing as applicable</li> <li>3. Split teams across operating countries of operations</li> </ol>

Hybrid Work Model – No Country offices available	Hybrid work model – only option is work from home
<ol style="list-style-type: none"> <li>1. People wellness checked VIA ENS/Postman/Call tree.</li> <li>2. Continue to work from the office to the extent of occupancy for Lodging and Boarding facilities within office campus with associate, government, consent.</li> <li>3. Work from home as the recovery strategy.</li> <li>4. Respond to Mechanized Call Tree (<a href="mailto:Calltree@techmahindra.com">Calltree@techmahindra.com</a>) and Respond to Continuity event Check Point Assessment. Follow Acceptable usage policy</li> </ol>	<ol style="list-style-type: none"> <li>1. People wellness checked VIA ENS/Postman/Call tree.</li> <li>2. Work from home is the recovery strategy.</li> <li>3. Activate Split Teams support, Extend shift</li> <li>4. Activate Cross border recovery, Customer Location recovery through in-sourcing work model and Onsite recovery</li> <li>5. Respond to Mechanized Call Tree (<a href="mailto:Calltree@techmahindra.com">Calltree@techmahindra.com</a>) and Respond to Continuity event Check Point Assessment. Follow Acceptable usage policy</li> </ol>

## 1.6 NO TECHNOLOGY

The below strategies will be activated as response plans. Support to enable is provided by the Technology Teams, Infrastructure Support team and the Corporate Services.

Non-Pandemic Scenario	Pandemic Scenario
<ol style="list-style-type: none"> <li>1. IT-DR recovery actions by the CIO and Technical infrastructure teams</li> <li>2. Supply chain engagement to restore services for IT infrastructure</li> <li>3. Utility service providers and Energy providing companies to restore services related to Power, Water supplies, Transportation and Facility management services</li> </ol>	<ol style="list-style-type: none"> <li>1. IT-DR recovery actions by the CIO and Technical infrastructure teams</li> <li>2. Supply chain engagement to restore services for IT infrastructure as a part of Essential Services</li> <li>3. Utility service providers and Energy providing companies to restore services related to Power, Water supplies, Transportation and associated services as a part of Permitted Pandemic Support Civic Essential services</li> </ol>

Hybrid Work Model – Infrastructure at office / customer / supplier end is impacted	Hybrid work model – infrastructure for work from home is impacted
<ol style="list-style-type: none"> <li>1. People wellness checked VIA ENS/Postman/Call tree.</li> <li>2. Track ETA from Technical Infrastructure management team with Direct and Indirect Suppliers.</li> <li>3. Establish work from home capability options for extend shift strategy or alternate shift strategy to cover up missed work and SLA</li> <li>4. Track ETA from customer organizations for Technology failure from customer end and with Direct and Indirect Suppliers.</li> <li>5. Respond to Mechanized Call Tree (<a href="mailto:Calltree@techmahindra.com">Calltree@techmahindra.com</a>) and Respond to Continuity event Check Point Assessment. Follow Acceptable usage policy</li> <li>6. Crisis communication to delivery and support teams who are impacted with suppliers managed by the function for service continuity</li> </ol>	<ol style="list-style-type: none"> <li>1. People wellness checked VIA ENS/Postman/Call tree.</li> <li>2. Track ETA from Technical Infrastructure management team with Direct and Indirect Suppliers.</li> <li>3. Track Residential suppliers for ETA and restoration of utility, power, internet connectivity and last mile disruptions as applicable.</li> <li>4. Track ETA from customer organizations for Technology failure from customer end and with Direct and Indirect Suppliers.</li> <li>5. Activate Work from office / alternate site as applicable.</li> <li>6. Respond to Mechanized Call Tree (<a href="mailto:Calltree@techmahindra.com">Calltree@techmahindra.com</a>) and Respond to Continuity event Check Point Assessment. Follow Acceptable usage policy</li> <li>7. Crisis communication to delivery and support teams who are impacted with suppliers managed by the function for service continuity</li> </ol>

**1.7 NO PEOPLE**

The below strategies will be activated as response plans. Data from the Reduced Resource Impact Analysis (RRIA) worksheet is referred to by each project in the account to meet minimum operating levels at absenteeism levels.

Non-Pandemic Scenario	Pandemic Scenario
<ol style="list-style-type: none"> <li>1. Refer RRIA template</li> <li>2. Split teams across operating countries and cities support for the operations</li> <li>3. Work from home strategies activation</li> <li>4. Extend shift as required</li> <li>5. Onsite / Offshore recovery</li> </ol>	<ol style="list-style-type: none"> <li>1. Work from home as applicable</li> <li>2. Social distancing as applicable</li> <li>3. Split teams across operating countries of operations</li> </ol>

Hybrid Work Model – mass absenteeism at workplace	Hybrid work model – mass absenteeism due to medical reasons or any other social causes – protests, unrest, pin code movement restrictions / zip restrictions
<ol style="list-style-type: none"> <li>1. People wellness checked VIA ENS/Postman/Call tree.</li> <li>2. Activate RRIA (Reduced Resource Impact Analysis) strategies documented with reference to Vital records in Lighthouse plan.</li> <li>3. Respond to Mechanized Call Tree (<a href="mailto:Calltree@techmahindra.com">Calltree@techmahindra.com</a>) and Respond</li> </ol>	<ol style="list-style-type: none"> <li>1. People wellness checked VIA ENS/Postman/Call tree.</li> <li>2. Work from home as applicable to enable Alternate Shift / Extend Shift strategies.</li> <li>3. Split teams across operating countries of operations</li> </ol>

Hybrid Work Model – mass absenteeism at workplace	Hybrid work model – mass absenteeism due to medical reasons or any other social causes – protests, unrest, pin code movement restrictions / zip restrictions
to Continuity event Check Point Assessment. Follow Acceptable usage policy	4. Respond to Mechanized Call Tree ( <a href="mailto:Calltree@techmahindra.com">Calltree@techmahindra.com</a> ) and Respond to Continuity event Check Point Assessment. Follow Acceptable usage policy

**5. CRISIS COMMUNICATION**

A representation of the crisis communication exhibit is provided below. Human resources relays communication to associates. Internal communication team supports the human resource team. The Media spokesperson/s engage for external communication. Marketing teams engage for customer communication with respective business units. Operational bespoke notifications are shared by respective teams’ corporate services, technical infrastructure management team, CIO, Global business continuity team and Incident management teams.



**6. COMMUNICATION TO ASSOCIATES**

The mediums of communicating to associates is through people managers, mass communication VIA email and utilization of in-house toolkits as and when required. Conventional call tree is utilized by project managers and BHR as and when required.

**6.1.1 Associate communication plan**

Associate communication plan includes the below steps.

1. Human resource owns the associate communication
2. Calltree is the medium through which business continuity, wellness as well as availability is tracked. This process is hybrid – conventional call tree as well as mechanized call tree
3. Conventional Calltree is for cases where the associate has not responded to the mechanized Calltree within the 24 hour window
4. People managers, business HR and corporate HR engage to track associate wellness, safety and availability
5. The mechanized Calltree is a utility in LIGHTHOUSE viz (ENS / POSTMAN) which is deployed to test as well as send out the Calltree alert to associates. Associates who have opted for DND (Do not disturb) due to inability to respond associated to security restrictions are accounted. Such associates confirm their wellness, availability to their managers / BHR respectively.
6. Internal Communications teams and Location Councils communicate to associates through approved communication mailers provided by Human Resources.

**6.1.2 Call tree & Mass communication**

Calltree is the process through which crisis communication across locations, buildings, and associate groups are executed. As a conventional process this is a manager to associate activity. The Global business continuity team has embedded an in-house toolkit (ENS and POSTMAN) to enable this process in a mechanized manner integrating MSFORMS for collecting acknowledgments of wellness and availability.

A pictorial view of the CONSOLE is below for easy reference. Awareness around this process is hosted on the ISG – BCM website link (<https://isg.techmahindra.com/Bcp-Call-Tree.aspx>).

The exhibit below is the Calltree toolkit (ENS) which has capabilities to distribute alerts for safety, wellness and availability to associates across buildings, customer groups, projects.

**Call Tree Two Way Test Utility**

[Call Tree Master Report](#) [DND Upload](#) [Response Upload](#)

**Briefing:**  
 Call tree enables the project manager to reach out to the project team members to seek acknowledgement of safety, wellness and availability of the team members for delivery and recovery of business services.  
 This system enables the project manager to conduct the 2 way call tree test.

Building Location ID  
  Customer Group  
  Project  
  Custom  
  Mail Custom  
  Project Custom  
  Project Managers

Test Parameter	Business Input	Help Aid
2 Way Survey URL:	<input type="text"/>	Provide the Survey URL here. If you do not have a linked Survey – the same can be left blank
Mail Custom Text:	<input type="radio"/> Standard <input type="radio"/> Custom <input type="radio"/> Standard + Custom	Please Select Option for standard text
From Mail ID:	<input type="text"/>	If you want the sender email id to be specific please enter the same here. If no email id is mentioned the Sending email id will be the People Manager Email id
Copy Manager:	--Select--	Please Select Yes or No to Copy Manager in CC
Email Signature:	<input type="text"/>	Please enter the Signature in the email body
Select Grade:	None selected	Select the Grades to be notified – Select All for everyone across grades to be selected for the mass communication message

The exhibit below is the Mass communication toolkit (POSTMAN) which has capabilities to distribute & follow up with messages to associates across buildings, customer groups, projects.

## 7. DOCUMENTATION REFERENCES

### 7.1.1 Governing References

The associated documents which enable crisis management activities across locations to establish governance at locations for the organization are listed below as a reference.

Sr. No	Document ID	Document Name
1	MCOM-PR012	Crisis Management of MARCOM – Org Crisis communication strategy
2	ISG-PO004	Acceptable Usage Policy
3	ISG-PO003	Information Security Incident Management Policy
4	GOV-PO010	Health Safety and Environment Policy
5	HR-PO732	Group Term Life Insurance Policy
6	HR-PO918	Bereavement Support Policy

Ownership of Documents	Marketing, Global Corporate Communications, ISG, HR, Corporate Sustainability
Hosted on	Business Management System

### 7.1.2 Business Continuity Management System

The business continuity management system is aligned to the ISO22301:2019 standard. This management system is a body of institutionalized processes governed across the organization.

These consist of the Business Continuity Policy, Framework, Testing Guidelines, Crisis Management Framework, Non-IT events disaster action plan and the IT Events Disaster action plan at the organization level. These are aligned to the requirements of the ISO22301:2019 standard.

Sr. No	Document ID	Document Name
1	ISG-PO002	Business Continuity Management Policy
2	ISG-PR002	Business Continuity Management Framework
3	ISG-PR006	IT Disaster Recovery Action Plan
4	ISG-PR07	Non-IT Disaster Recovery Action Plan
5	ISG-PR025	Tech Mahindra Crisis Management Framework
6	ISG-GL029	BCM Testing and Exercising Guidelines

Ownership of Documents	ISG- Business Continuity Management Unit
Hosted on	Business Management System

### 7.1.3 Facilities, Infrastructure & Fire Safety

The safety and facilities management with respect to continuity of business and environmental safety (Climate Change environmental aspects with respect to Air Quality, HVAC including office space allocation and general facilities management) is supported by the Corporate Services across Tech Mahindra Locations. These services are provided by internal as well as service engagements through third party suppliers for service. These services follow standard operating procedures as well as the supplier risk management framework across the organization Listed are important documents. Guidelines and templates references are available in the Business Management System (BMS) the repository of policy, guideline, procedure documentation across the organization.

Sr. No	Document ID	Document Name
1	CS-PR012	Contingency Plan
2	CS-PR016	Operations and maintenance of DG
3	CS-PR009	Air Conditioning Operations Procedure
4	CS-PR011	Breakdown Maintenance Procedure
5	CS-PR017	Operations of UPS
6	CS-PR015	Preventive Maintenance Procedure
7	CS-PO001	Pest Control Procedure
8	CS-PR018	Vendor Evaluation for AMC
9	CS-FM000	Corporate Services Function Manual
10	CS-PR064	Space Management Procedure
11	CS-PR028	Physical Security Procedure
12	CS-GL002	Fire Evacuation Guidelines
13	CS-PR040	Planning and Design Stage Procedure – Infrastructure
14	CS-PR042	Infrastructure Project Management Procedure
15	CS-PR068	Process for Development New Infrastructure
16	CS-PR004	Food & Beverage Operations Procedure
17	CS-PO001	Policy for Operating E&M during COVID-19
18	CS-GL029	Guidelines for Cafeteria Operations During COVID-19
19	CS-GL030	Guidelines for Guest House Operations During COVID-19
20	CS-GL031	Guidelines for Housekeeping Operations During COVID-19
21	CS-GL032	Guidelines for Security Operations During COVID-19
22	CS-GL033	Guidelines for Transport Operations During COVID-19
23	CS-GL034	Guidelines for E&M Operations During COVID-19



Ownership of Documents	Corporate Services
Hosted on	Business Management System

#### 7.1.4 CIO - Technical Infrastructure Management – Service Continuity

The Technical Infrastructure Management service continuity procedures and associated templates enable the ICT/DR activities to be integrated. Business Continuity Plan owners who have direct or indirect dependencies on ICT/DR support services integrate their respective ICT/Systems recovery requirements and assessments through these forms and set procedures.

Sr. No	Document ID	Document Name
1	TIM-PR014	IT Service Continuity Management Procedure
2	TIM-PR032	Procedure for Severe Incident Management
3	TIM-FR002	Project Authorization Form
4	TIM-FR011	Risk assessment of individual asset template
5	TIM-FR014	Service Stoppage Template
6	TIM-FR020	Project stoppage recovery-IT assets for TIM MOU
7	TIM-FR021	Service stoppage recovery-TIM /CS /CIO
8	TIM-TP021	TIM DR Activity Request Template

Ownership of Documents	CIO - Technical Infrastructure Management Group
Hosted on	Business Management System

#### 7.1.5 Backup management system

The data backup and restoration management system is governed by the documentation stated below. Requirements of data backup and restoration management are provided by users. It is the responsibility of the respective data owner to engage with the Technical Infrastructure management team for backup schedules, backup failure and corrections, backup / restoration testing. The capability to test data recovery and ability to meet the recovery time objective and recovery point objective is the responsibility of the application owner, system owner and/or the respective accountable individual in the delivery, support, services groups as per internal organizational hierarchy.

Sr. No	Document ID	Document Name
1	TIM-PR004	Backup and Restore Procedure
2	TIM-FR002	Project Authorization Form
3	TIM-FR007	Backup Schedule
4	TIM-FR008	Backup Status Chart
5	TIM-FR009	Tape movement register
6	TIM-W009	Work instructions for Backup Tape movement
7	TIM-W007	Work instructions for Data Management on File Servers
8	TIM-TP001	TIM Data Declaration Template

Ownership of Documents	CIO - Technical Infrastructure Management Group
Hosted on	Business Management System

#### 7.1.6 Change management & release management



The change management and release management for IT infrastructure includes the processes for change management, checklists for device de-commissioning and release management procedures.

Sr. No	Document ID	Document Name
1	TIM-PR003	TIM Change Management Procedure,
2	TIM-CL010	Checklist for Device De-commissioning
3	TIM-PR007	TIM Release Management Procedure,

Ownership of Documents	CIO - Technical Infrastructure Management Group
Hosted on	Business Management System

### 7.1.7 Data Center DESIGN, Capacity & Availability management

The data center design, capacity management and availability management procedures to create, monitor and maintain as well as ensure availability of ICT/systems various policies, procedures and templates enable this process.

Sr. No	Document ID	Document Name
1	TIM-PO005	Data Center Design Policy
2	TIM-PR035	Data Center Standard Operating Procedure
3	TIM-PR010	TIM Capacity Management Procedure
4	TIM-TP019	Capacity Management Plan Template
5	TIM-PR036	TIM Availability Management Procedure

Ownership of Documents	CIO - Technical Infrastructure Management Group
Hosted on	Business Management System

### 7.1.8 Business Continuity Information References

Sr. No	Document ID	Document Name
1	ISG Website	<a href="https://isg.techmahindra.com/">https://isg.techmahindra.com/</a>
2	Direct BCM Website	<a href="https://isg.techmahindra.com/Bcp.aspx">https://isg.techmahindra.com/Bcp.aspx</a>

## 8. SCENARIOS

### 8.1.1 Potential Expectations for CPS

BCP & ICT/DR Plan	Data Restore	Cloud Restore	Business Recovery – BCP + ICT/DR both	Supply chain upto 4 <sup>th</sup> party
Full life cycle	Tested results	Tested by Vendor & Test report	Tested with results	Tested with report

1. Additional requirements as per customer specifications. Additional to be done by respective project / function
2. Customer template aligned infrastructure / service continuity aligned documentation – Additional to be done by respective project / function
3. Vital records – repository and reference in the Continuity Plan documentation
4. Add customer documentation as annexure to the Paginated Copy – Manual append / concatenation / addition available in Project Roll up / Account Roll up copies from Lighthouse output as demonstrated to plan owners

### 8.1.2 Scenarios Observed

#	Observation as Narrated	Actions to Mitigate and Complete
1	Lighthouse plan work in progress	Lighthouse plan to be documented for Full Life Cycle standards
2	ICT/DR forms and templates not available	ICT/DR forms and templates to be documented and included as vital records
3	Customer specifications and forms to be utilized for ICT/DR needs	Customer templates and forms to be updated and stored as vital records.
4	Business recovery exercise not conducted	Schedule, Execute the business recovery exercise
5	Customer aligned testing not completed / participated	Participate in customer aligned tests
6	Risks in Learnings not recorded	Test and record risks in learnings aligned to a risk mitigation plan in Risk Vigil
7	Supplier tests not conducted as direct / indirect dependencies and associated risks in learning not recorded	Test and record risks in learnings aligned to a risk mitigation plan in Risk Vigil engaging supplier in end to end business recovery testing
8	4 <sup>th</sup> party supplier not integrated in supplier tests as an indirect dependency	Test and record risks in learnings aligned to a risk mitigation plan in Risk Vigil engaging 4 <sup>th</sup> party supplier in end to end business recovery testing
9	Incomplete plan documentation	1.) Complete plan documentation – 2.) Business signs off, Customer sign off 3.) Internal Audit and 4). Compliance check – As you complete 1,2,3, and 4 seek oversight from Global Business Continuity if required. GBC will support to provide advisory change requirements to establish resilience
10	Lite Plan documented instead of Full Life Cycle Plan	Upgrade the Lighthouse plan to Full life cycle plan – Navigate Intranet site and seek support through orientation from Global Business Continuity team

### 8.1.3 Who's Who – Contact for support in Global Business Continuity Team

#	Customer Account Name in Alphabetic Order of Reach Out	First Point GBC Liaison
1	A, B, C, D, E, F, G	S K Javed
2	H, I, J, K, L, M, N	Shahid Shaik
3	O, P, Q, R, S, T, U	Jayesh Khade
4	V, W, X, Y, Z	Vinod J
5	Support Team	Vinod, Shivani
6	Level 2 GBC Review and Sign off	Rajesh Patankar
7	GBC Oversight	Harsha Sastry

Ex. If the customer's name is Boris, then S K Javed will be the First Point GBC Liaison. Depending upon the specialization the SME within GBC will connect with the requestor. Mandatory – Non-negotiable pre-requisite is to read the BCM intranet website URL available in the below in the table.

Sr. No	Document ID	Document Name
1	ISG Website	<a href="https://isg.techmahindra.com/">https://isg.techmahindra.com/</a>
2	Direct BCM Website	<a href="https://isg.techmahindra.com/Bcp.aspx">https://isg.techmahindra.com/Bcp.aspx</a>

**9. DOCUMENT HISTORY**

Version	Date	Author (function)	Reviewed by	Approved by	Nature of changes
Issue 1.0	10 <sup>th</sup> Jan 2025	Shivani	Jayesh	Harsha Sastry	Integrated First issue for the CPS230 Guide and Lighthouse Plans