**BUSINESS RECOVERY EXERCISE**

This is an Exercise either in Activated mode of BCP or in Mock Activation in Real time scenario and event mode



* **Event is selected and triggered**
* **Continuity plan and strategies are activated**
* **Project response, recovery, restoration is tested**
* **People, Infrastructure, IT Needs, Non-IT needs and access to systems is checked**
* **Learning and Issues are recorded – in project share point as well as in the system as summaries.**
* **Risk register is updated in consultation with the ISG Compliance teams**
* **Learning and Issues documented with risks and requisite action plans.**

1. **This template helps the Project, Function, Plan Manager Plan Rep to document correctly all the details. This document is a Vital Record. All evidence, screen pictures, notifications, test communication to teams, customers, stakeholders must be added as an annexure at the end of the document.**
2. **Post review and checking that all details are correct – the contents must be copied / pasted in the Lighthouse Result Screen to have clean and healthy results in the system. Remember once the record is submitted you cannot change in the system. Hence this template is provided to document, check, review and consult. System update is like locking your report – Project Manager report is vital and important.**

**In audits the Project Manager will be able to be highly communicative and the Internal / External auditor will appreciate you as a Well Prepared Manager.**

**Best of luck.**

|  |  |
| --- | --- |
| Project ID |  |
| Project Name |  |
| Customer Account |  |
| Drill Audio Bridge Meet Me Number |  |
| Drill Conductor |  |
| Business Unit Lead |  |
| Number of Participants |  |
| Discussion Brief |  |
| Drill Date and Time of Start |  |
| Drill Date and Time of End |  |

**RESULT PARAMETERS:**

| # | Result Parameters | Drill Result | Help Aid |
| --- | --- | --- | --- |
| 1 | Transportation to recovery premise |  | Provide action confirmation - Transportation to recovery premise defined in Lighthouse plan. Add Notes to be able to describe the activity done |
| 2 | Recovery premise access |  | Provide action confirmation - Recovery Premise Access defined in Lighthouse plan Add Notes to be able to describe the activity done |
| 3 | Workplace access available |  | Provide action confirmation - Work Place Access defined in Lighthouse plan .Add Notes to be able to describe the activity done |
| 4 | Workplace desk available |  | Provide action confirmation - Work Place Desk Availability defined in Lighthouse plan. Add Notes to be able to describe the activity done |
| 5 | Desktop or Laptop imaged right |  | Provide action completion confirmation . Add Notes to be able to describe the activity done |
| 6 | Software available |  | Provide action completion confirmation as per IT needs defined in Lighthouse plan Add Notes to be able to describe the activity done |
| 7 | Special configurations complete |  | Provide action completion confirmation : Service Ticket ID and closure date Add Notes to be able to describe the activity done |
| 8 | LAN access available |  | Provide action completion confirmation as per IT needs defined in Lighthouse plan Add Notes to be able to describe the activity done |
| 9 | WAN access available |  | Provide action completion confirmation as per IT needs defined in Lighthouse plan Add Notes to be able to describe the activity done |
| 10 | Internet access available |  | Provide URL where a screen picture of accessing internet is stored with file name Ex.https://projectsp/Internet access.jpg Add Notes to be able to describe the activity done |
| 11 | Email boxes transferred to alternate server meeting RTO |  | Provide URL where a screen picture of Email Boxes Transferring to Alternate Server is stored with file name Ex.https://projectsp/EmailBoxes.jpg |
| 12 | WAN fail over successful meeting RTO |  | Provide URL where a screen picture of WLAN failover is stored with file name Ex.https://projectsp/WLANFailover.jpg Add Notes to be able to describe the activity done |
| 13 | Data restored meeting RPO ( Recovery point objective) |  | Provide URL where a screen picture of Data Restored meeting RPO is stored with file name Ex.https://projectsp/RPODatarestored.jpg Add Notes to be able to describe the activity done |
| 14 | Applications recovered meeting RTO |  | Provide confirmation of action : Planned RPO and Actual RPO achieved Add Notes to be able to describe the activity done |
| 15 | Email accessibility tested |  | Provide action completion confirmation as per IT needs defined in Lighthouse plan Add Notes to be able to describe the activity done |
| 16 | Critical email accessed |  | Provide action completion confirmation as per IT needs defined in Lighthouse plan Add Notes to be able to describe the activity done |
| 17 | Email communication to team |  | Provide URL where a screen picture of Email communicated to the Team is stored with file name Ex.https://projectsp/EmailTeam.jpg Add Notes to be able to describe the activity done |
| 18 | Email communication to customers |  | Provide URL where a screen picture of Email communicated to the Customer is stored with file name Ex.https://projectsp/Emailcustomer.jpg Add Notes to be able to describe the activity done |
| 19 | Email communication to onsite teams |  | Provide URL where a screen picture of Email communicated to onsite Teams is stored with file name Ex.https://projectsp/Emailonsiteteam.jpg Add Notes to be able to describe the activity done |
| 20 | Vendor support available to meet RTO |  | Provide action completion confirmation as per Lighthouse Plan : Planned RTO of project : Actual Supplier support RTO |
| 21 | Application servers accessible |  | Provide action completion confirmation as per IT needs defined in Lighthouse plan. Add Notes to be able to describe the activity done |
| 22 | Database servers accessible |  | Provide action completion confirmation as per IT needs defined in Lighthouse plan . Add Notes to be able to describe the activity done |
| 23 | Start Date and Time of the drill |  | Provide starting date and time of drill. Add Notes to be able to describe the activity done |
| 24 | End Date and Time of the drill |  | Provide ending date and time of drill. Add Notes to be able to describe the activity done |
| 25 | Total time of test |  | Provide total time of drill, this includes time taken for Init, Mid-way and Terminal calls. Add Notes to be able to describe the activity done |
| 26 | Number of test participants |  | Provide number of test participants : Contingency Head count in plan : Participated contingency head count : Actual head count in plan : Participated head count. Add Notes to be able to describe the activity done |
| 27 | RTO met (Recovery time objective) |  | Provide confirmation of RTO met : RTO as per Continuity Plan : RTO met during the Drill. Add Notes to be able to describe the activity done |
| 28 | Delivery Management engaged during test |  | Provide action completion confirmation. Add Notes to be able to describe the activity done |
| 29 | Employee ID of Management reviewer |  | Provide Employee ids of management members who engaged in the drill. Add Notes to be able to describe the activity done |
| 30 | Test completed |  | Provide action completion confirmation. Add Notes to be able to describe the activity done |
| 31 | Test successful |  | Provide action completion confirmation. Add Notes to be able to describe the activity done |
| 32 | Overall Test Result |  | Provide action completion confirmation. Add Notes to be able to describe the activity done |
| 33 | Learning |  | Provide test learning- URL of Terminal call notification stored on project share point with file name  Ex. <https://projectsp/drilllearnings.xls>. Add Notes to be able to describe the activity done |
| 34 | Issues Faced |  | Provide test issues faced - URL of Terminal call notification stored on project share point with file name  Ex. <https://projectsp/drillissues.xls>. Add Notes to be able to describe the activity done |
| 35 | Project Drill Evidences URL |  | Provide URL of the evidence stored on project share point with file name  Ex. https://projectsp/evidence.xlsx. |
| 36 | Project Risk Register URL |  | Provide URL of the evidence stored on project share point with file name  Ex. https://projectsp/riskregister.xlsx |

**ANNEXURE**

Add Annexure with Evidence. Store in your Vital Record Repository. You can refer to this template in your next test / exercise also. It will ease your activity with few items to update which have changed. Add this to your PDLC / SDLC project plan as a record of BCP Testing completed.

Update the document control below for your records.

**DOCUMENT CONTROL:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version Number | Prepared By | Reviewed by | Approved by | Nature of Change |
|  |  |  |  |  |

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