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**Business Continuity Planning Process**

**Version History:**

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| --- | --- | --- | --- | --- | --- |
| **Ver.** | **Date** | **Description of Change** | **Author** | **Reviewed By** | **Approved By** |
| 0.1 | 27th Sep 13 | First Draft | Rahul Raj | Dhananjay | Ajay Kumar Zalpuri |
| 1.0 | 30th Sep 13 | Baselined | Rahul Raj | Dhananjay | Ajay Kumar Zalpuri |
| 1.1 | 29th July 2015 | Introduce “Implementing information security continuity in section 6.2. Identify critical resources & in section 7.2. Business Continuity Policies for the Organization | Rahul Raj | Dhananjay | Ajay Kumar Zalpuri |
| 1.2 | 3rd May 2017 | Update section 7.1 & 7.2 | Saket | Dhananjay | Ajay Kumar Zalpuri |
| 2.0 | 5th Feb 2018 | Update section 5 | Rahul | Dhananjay | Ajay Kumar Zalpuri |
| 2.1 | 12th Sep 2019 | Update section 5 for roles and responsibilities | Rahul/Saket | Dhananjay | Nand Kishore Avantsa |

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## Introduction

The mission of the Business Continuity Plan is to meet the enterprise business objective and ensure continuity of services and operations in case of disruption of normal activities. NST shall adopt and follow well-defined and time-tested plans and procedures, build redundancy in teams and infrastructure, manage a quick and efficient transition to the backup arrangement for business systems and services.

* The main objective of Business continuity planning is to minimize/eliminate the loss to organization’s business in terms of revenue loss, loss of reputation, loss of productivity and customer satisfaction.
* This policy document is a high-level document which shall be the guide for the following:
* To make a systematic approach for disaster recovery.
* To bring about awareness amongst the concerned employees, about the business continuity aspects of Business Continuity and its importance.
* To test and review the business continuity planning for the organization.

## Entry Criteria

Unexpected occurrences involving disruption in normal activities e.g server failure, network failure, fire, etc.

## Glossary

* **BCP**: Business Continuity Planning
* **PM**: Project Manager

## Inputs

Unexpected occurrences involving disruption in normal activities

## Roles and Responsibilities of Recovery Team

## Role of BCP Leader

* Coordinate the development and maintenance of the Organizational BCP Policy
* Manages communication in case of disruptions
* Reviewing and auditing of BCP once a year

## Role of BCP Champion

* To identify and declare disaster-scenario according to the gravity of the disaster
* Enforce BCP among teams as per disaster scenarios
* Testing and updating of total BCP at least once a year
* To facilitate functional training of the members for BCP execution
* To co-ordinate with outsourcing partner wherever applicable
* To facilitate resourcing
* Alternate BCP champion to be defined.

## Role of Team Member

* To execute BCP activities as per respective procedures
* To co-ordinate with outsourcing partner wherever applicable

## Personnel Notification

This section specifies how the team members are to be notified if the plan is to be put into effect by identifying who calls whom, and in what order.

References: **Employee Telephone Lists**

## Team Contacts

This section identifies other people or organizations outside of the <Department Name> Team who might need to be contacted during the recovery process. Their names and telephone numbers are provided.

Reference: [**Employee Telephone Lists**](#_Appendix_A_-)

## Team Responsibilities

This section identifies other people or organizations outside of the <Department Name> Team who might need to be contacted during the recovery process. Their names and telephone numbers are provided.

Reference: [**Employee Telephone Lists**](#_Appendix_A_-)

## Business Continuity Planning

* 1. **Identify the main business/service activities**

An organization’s main business activity is determined by the activity that earns the majority of its income. The most critical activities should be shortlisted, and priorities should be set in order of restoration.

* 1. **Identify critical resources**

The vital resources, including those required to maintain information security, should be shortlisted and prioritized in order of restoration by the BCP Leader.

* 1. **Identify people responsible**

This would include BCP Leader and the BCP team. Refer to the BCP Organization Chart for details. Proper escalation procedure should be followed by the people involved.

* 1. **Impart Training for Disaster Recovery**

Proper training should be imparted to all the employees to ensure adherence to the Recovery Plan.

## Tasks/Process

* 1. **Business Continuity Planning Process**
* **BIA (Business Impact Analysis)**
* BCP leader and BCP team leaders in consultation with respective function owners shall carry out Business Impact Analysis for infrastructure and business transactions.
* Business Impact analysis will be done based on parameters like Legal impact, Organization strategy impact, Customer impact, Revenue impact, Project management impact, GM impact, Dependency, Urgency/Timing and a rating will be given on the scale of 0-9. Total score will be arrived at and if the score is 150 & above service will be on high priority and for others it will be on low priority.
  1. **Business Continuity Policies for the Organization**
* For catastrophic and major disasters, the BCP Leader would invoke the BCP process in consultation with the BCP Team Members.
* It is the responsibility of the BCP Leader to ensure that adequate spare resources are available for recovering from disaster in the infrastructure level.
* It is mandatory for all BCP Team Leaders to maintain the BCP document in an easily accessible and secure location.
* The BCP shall be reviewed at least once every year and updated.
* BCP to ensure the required level of continuity for information security during catastrophic and major disaster.
* The BCP shall be updated whenever major additions, upgrades, deletions take place to the underlying hardware, network environment, office infrastructure, security infrastructure or key personnel.
* Any changes to the BCP need to be notified to the entire BCP team with the updated BCP.
* The BCP testing process for vital services would be done once every year.
  1. **Escalation Procedure**

The escalation procedure shall follow the **BCP organization chart**. This is defined in the BCP plan of the organization.

* 1. **Privacy**

The BCP document shall be considered as “**critical**” and shall be made available to the concerned persons with proper access control. Subsequent changes and versions of this document shall be controlled.

* 1. **BCP Testing**

The service resumption procedures shall be validated through a periodic testing (**once in a year**). The test plan shall simulate of the disaster scenario and respective BCP procedures shall be invoked. BCP Champion shall be responsible for conducting the BCP testing. The result testing records shall be retained for at least one year.

* 1. **BCP Training**

The BCP Team leaders shall ensure that all members of the BCP team have been trained on the BCP. Training records shall be maintained and kept.

* 1. **BCP Change Management**
* Any change in BCP shall be proposed by BCP Champion and approved by BCP leader.
* The BCP shall be updated whenever major additions, upgrades, deletions take place to the underlying hardware, network environment, office infrastructure or key personnel.
* Any changes to the BCP needs to be notified to the entire BCP team with the updated BCP
* The BCP shall be reviewed at least once every year.
  1. **BCP Distribution and Maintenance**

The BCP document shall be made available to all concerned employees covered in the scope. All the changes and new releases of this document shall be made available to the persons concerned. The maintenance responsibility of the document will be with the IT Manager.

* 1. **Recovery Plan**

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| **Action Items** | **Intermediate Steps** | **Responsibility** | **Recovery Plan** |
| **Identification of Responsibility** | Roles to be defined | BCP Leader | BCP Organization Chart to be followed |
| Proper Escalation Channel Followed | BCP Team |
| **Measures Taken** | Training | BCP Leader | Proper Training/Drills to be conducted |
| Evacuation & Restoration | BCP Team | Drills to be timed and improved upon |
| **Prioritize Work** | Shortlist Critical Resources | BCP Leader | Short listing on priority basis (Business Decision) |
| Shortlist Critical Business Activities | BCP Leader |
| **Follow Up** | Ensure functioning of Critical Services | BCP Team | Follow up to be done post-restoration |
| Frequent Verification & Validation | Security Supervisor & Office Supervisor | Checking functioning of all the resources & safety equipment’s on a yearly basis |

## Outputs

* Business Continuity Plan
* BCP Organization Chart
* BIA Chart
* Risk Register

## Exit Criteria

* Critical Services restored
* Critical Resources restored

## References

* Risk Management Process