

# How to raise an OLA request using RPlanner

09/08/2017

Internal IT-IS Ahmedabad

Nishant Viramgama (671373)

[nishant.viramgama@tcs.com](mailto:nishant.viramgama@tcs.com)



### Confidentiality Statement

Include the confidentiality statement within the box provided. This has to be legally approved

#### **Confidentiality and Non-Disclosure Notice**

The information contained in this document is confidential and proprietary to TATA Consultancy Services. This information may not be disclosed, duplicated or used for any other purposes. The information contained in this document may not be released in whole or in part outside TCS for any purpose without the express written permission of TATA Consultancy Services.

### Tata Code of Conduct

We, in our dealings, are self-regulated by a Code of Conduct as enshrined in the Tata Code of Conduct. We request your support in helping us adhere to the Code in letter and spirit. We request that any violation or potential violation of the Code by any person be promptly brought to the notice of the Local Ethics Counsellor or the Principal Ethics Counsellor or the CEO of TCS. All communication received in this regard will be treated and kept as confidential.

## Table of Content

1. RPlanner Overview ( <i>Resiliency Planner</i> ) .....	5
1.1 What is RPlanner? .....	5
1.2 Key Features .....	5
2. How to raise an OLA request in RPlanner? .....	6
3. Do's and Don'ts .....	9
3.1 Do's .....	9
3.2 Don'ts .....	9

## **Table of Figures**

Figure 1 : Accessing RPlanner in Ultimatix .....	6
Figure 2 : RPlanner Home Page.....	6
Figure 3 : Initiation of OLA requirement .....	7
Figure 4 : Raising OLA Request.....	7
Figure 5 : Avoid writing vague statements.....	8
Figure 6 : OLA request Tracking .....	8
Figure 7 : OLA request status .....	9

## 1. RPlanner Overview (*Resiliency Planner*)

*"Planning is an unnatural process; it is much more fun to do something. And the nicest thing about not planning is that failure comes as a complete surprise; rather than being preceded by a period of worry and depression"*

### 1.1 What is RPlanner?

**RPlanner**, is an outcome of continuous pursuit towards enhancing the business continuity management (BCM) process maturity.

- It's an internally developed application, capable of automating and enables comprehensive management of entire lifecycle of BCM process and facilitates online creation and maintenance of business continuity plans (BCPs) for all types across the organization.
- The application has been developed considering the compliance requirements along with bundling many functional enhancements and leveraging the full capabilities of workflow and reporting engines.

### 1.2 Key Features

- **Incident Reporting and ARO Data:** Now crisis incidents are reported through RPlanner and holistic view of organization level crisis incidents analysis can be carried out. ARO (Annualized Rate of Occurrence) is also calculated automatically through this tool. For Gujarat all the incidents are logged in RPlanner for all the locations.
- **Integrated Risk Register:** Risks are now mapped to a location and asset(s). For Gujarat we have captured all the risks for Admin, IS and HR.
- **Workflow based approval:** Release process is based on in built review and approve. BCP Owner can select reviewer and approver before release process initiation.
- **Role based access:** Access to RPlanner is role based, which are configurable by different level according to the access required. Read/Edit/Write access to these roles is controlled by the Corporate CML/Super User.
- **MIS Reports:** Various reports can be generated through RPlanner, which includes WIP/Released BCP, Risk Register and some of the customized reports. It also provides feature to generate report for the alternate site and seat requirements for the accounts.
- **OLA Feature:** Support requirements are captured in RPlanner. Project team can place specific and comprehensive OLA request through RPlanner for the support required from support groups (IS, Admin, HR) during crisis.

## 2. How to raise an OLA request in RPlanner?

- Step:- 1 Go To Ultimatix → Projects, Delivery & Sales as per below screenshot.

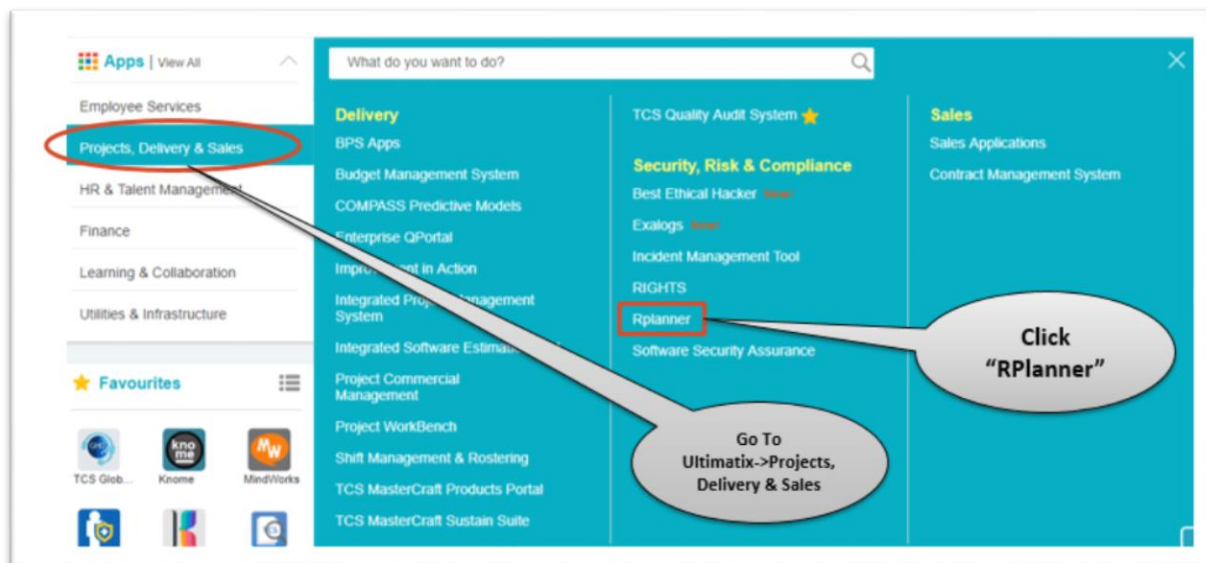


Figure 1 : Accessing RPlanner in Ultimatix

- Step:- 2 Go To Continuity Planning → Operational Agreements → Initiation as per below screenshot.

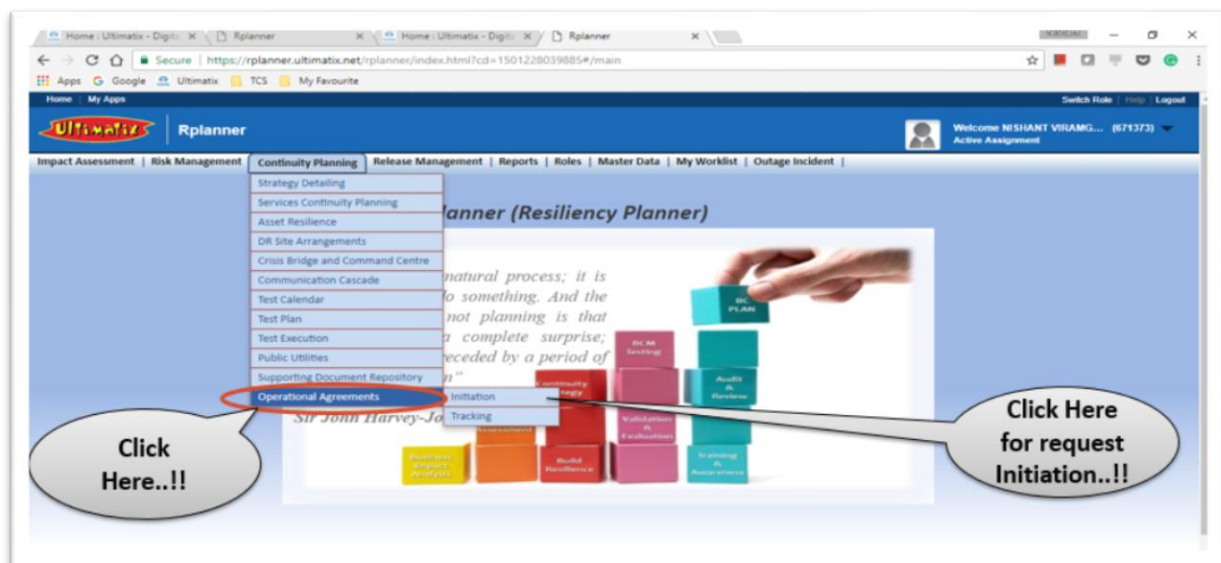


Figure 2 : RPlanner Home Page

- Step - 3 Fill appropriate Support Group Details and Operational Agreement Requirement Details.

**Operational Agreement Initiation**

**Support Group Details\*:** [Hide](#)

Country: Select	Branch/Region: Select	Location/Building Select	BCP Name: 
Department: Select	Role: Select	Employee Name(ID): Select	

**Operational Agreement Requirement Details:**

Operational Agreement Requirement Title\*: 0 of 100

Duration: Select Nature of Service: Select Service Priority: Select Agreement Start Date\*: Agreement End Date\*:

Description of Requirement\*: 0 of 200

Response Time: 0 Select Resolution Time: 0 Select [Add Responsibilities](#)

Figure 3 : Initiation of OLA requirement

- Step - 4 State your requirement Precisely and Concisely as per below screenshot.

**Operational Agreement Initiation**

**Operational Agreement Requirement Details:**

Operational Agreement Requirement Title\*: 44 of 100  
Network Connectivity Provision During Crisis

Duration: Only during Crisis Nature of Service: Network Security Se Service Priority: High Agreement Start Date\*: 28-Jul-2017 Agreement End Date\*: 31-Jul-2018

Description of Requirement\*: 162 of 200  
Our 8 FTEs to travel within 24 Hrs and 5 FTEs within 36-48 Hrs at DR Location. Juniper & Citrix to be deployed and Ports to be enabled for xyz.com (CR # 1234321)

Response Time: 2 Hour(s) Resolution Time: 5 Hour(s) [Add Responsibilities](#)

User comments:  
Comment: 0 of 200

[Save As Draft](#) [Send Request](#) [Reset](#)

Please mention your requirement Precisely & Concisely. ✓

After filling all the details Accurately Click here to Submit the request.

Figure 4 : Raising OLA Request

- Step: - 5 Do not write vague / imprecise statements as per below screenshot.

Operational Agreement Initiation

Operational Agreement Requirement Details:

Operational Agreement Requirement Title\*: 44 of 100  
Network Connectivity Provision During Crisis

Duration: Only during Crisis Nature of Service: Network Security Sx Service Priority: High Agreement Start Date\*: 28-Jul-2017 Agreement End Date\*: 31-Jul-2018

Description of Requirement\*: 40 of 200  
Juniper and Citrix need to be installed.

Response Time: 2 Hour(s) Resolution Time: 5 Hour(s) [Add Responsibilities](#)

User comments:  
Comment: 0 of 200

Save As Draft Send Request Reset

Figure 5 : Avoid writing vague statements

- Step: -6 To track raised OLA request click on Tracking as per below screenshot.

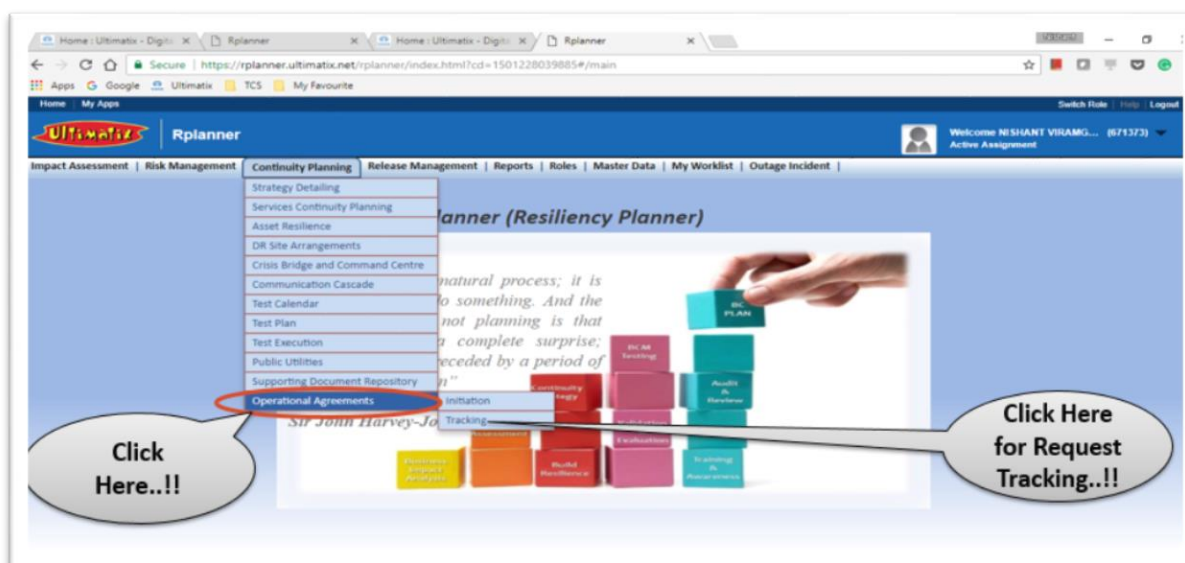


Figure 6 : OLA request Tracking



- Step: - 7 Check OLA request number and status as per below screen shot.

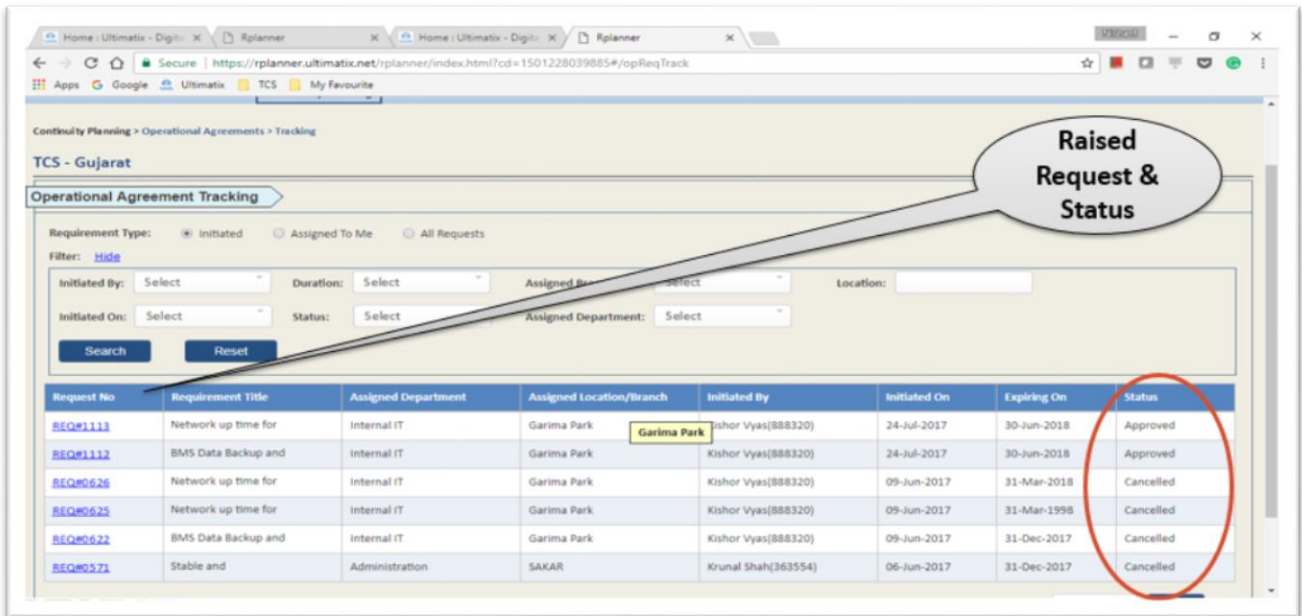


Figure 7 : OLA request status

### 3. Do's and Don'ts

#### 3.1 Do's

- Raise Support requirement for DR/primary site based on your DR strategy.
- Specify exact requirement at "Description of Requirement" field :8 FTE to travel within 24 Hrs and 5 FTE within 36-48 Hrs. Juniper & Citrix to be deployed and Ports to be enabled for e-work.bnpparibasfortis.com (CR no: 6382854- BCP Drill)
- Specify exact response and resolution time. While specifying IT infrastructure readiness timeline, take associate travel time to DR site into consideration.
- Specify exact Agreement start date and end date
- Mention requirement is for Crisis mode, BAU mode or both.

#### 3.2 Don'ts

- Don't raise accommodation related OLA with primary site admin in case of staff dispersal DR strategy
- Don't mention generic statement like IS team should provide support for critical business requirement or Data Restoration at DR site or Desktop arrangement and network connectivity during crisis at DR site
- It is observed that response and resolution time is mentioned in mints during crisis situation, which is not practical.
- It is observed that Agreement start date is mentioned as previous date and end date at somewhere in 2020.
- Don't specify same requirement for BAU as well as crisis. Which is not practical.

# Thank You...!!

## Contact

For more information, contact [nishant.viramgama@tcs.com](mailto:nishant.viramgama@tcs.com)

## About Tata Consultancy Services (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

For more information, visit us at [www.tcs.com](http://www.tcs.com).

## IT Services

## Business Solutions

## Consulting

All content / information present here is the exclusive property of Tata Consultancy Services Limited (TCS). The content / information contained here is correct at the time of publishing. No material from here may be copied, modified, reproduced, republished, uploaded, transmitted, posted or distributed in any form without prior written permission from TCS. Unauthorized use of the content / information appearing here may violate copyright, trademark and other applicable laws, and could result in criminal or civil penalties. **Copyright © 2017 Tata Consultancy Services Limited**