How to raise an OLA request using RPlanner

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knowmax
Our Intelligence Hub

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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 towers 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 organize.

- 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 role 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.**
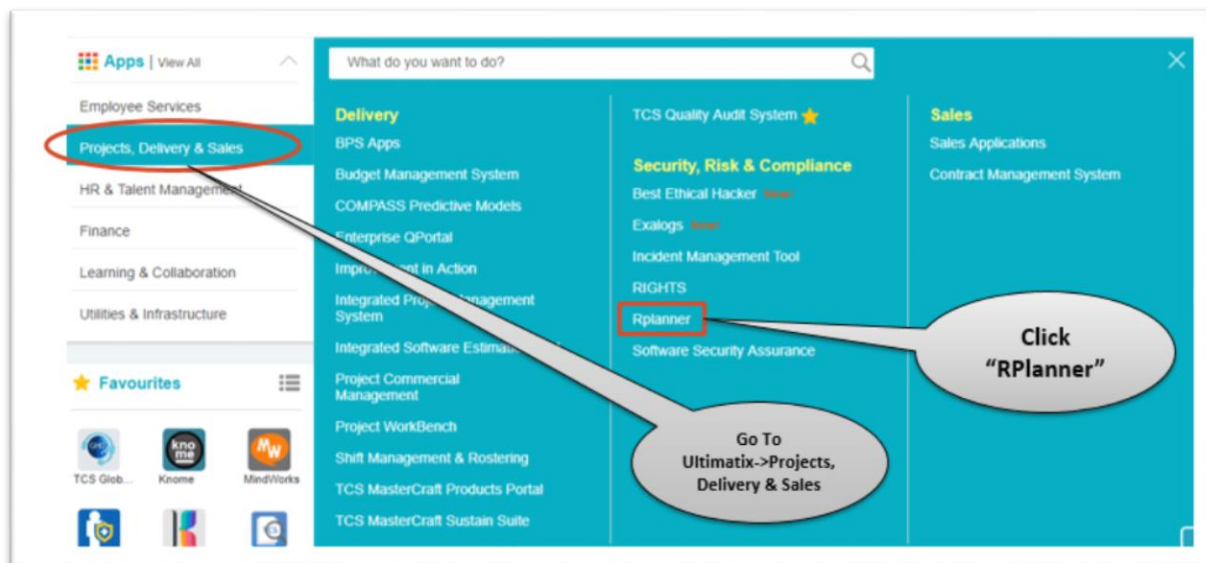

Figure 1 : Accessing RPlanner in Ultimatix

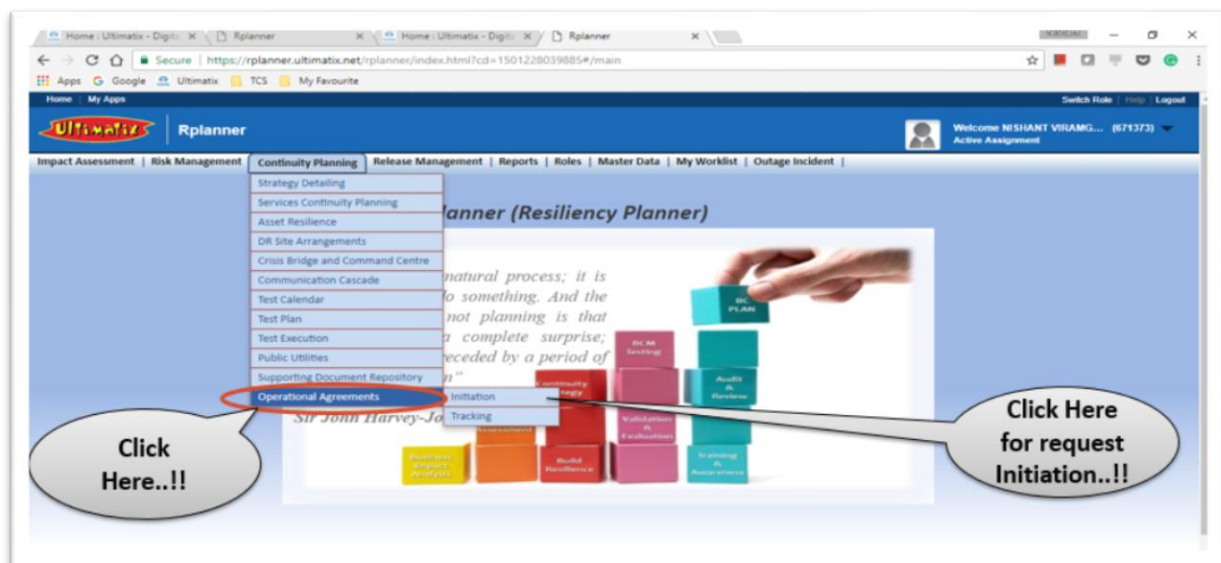- **Step:- 2 Go To Continuity Planning → Operational Agreements → Initiation as per below screenshot.**

Figure 2 : RPlanner Home Page

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

Figure 3 : Initiation of OLA requirement

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

Figure 4 : Raising OLA Request

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

Figure 5 : Avoid writing vague statements

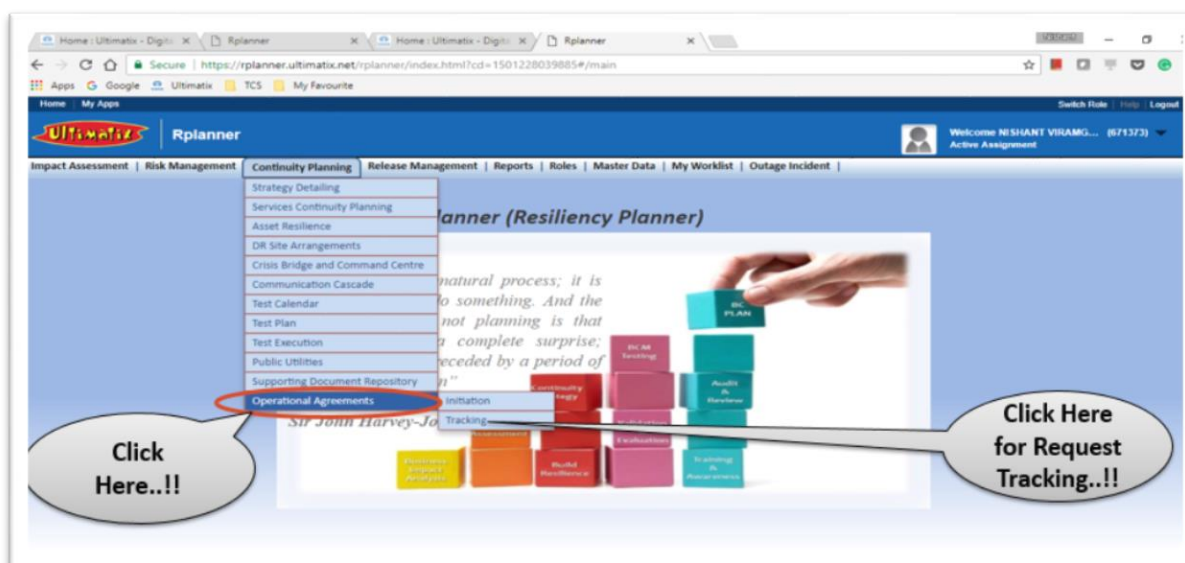- **Step: -6 To track raised OLA request click on Tracking as per below screenshot.**

Figure 6 : OLA request Tracking

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

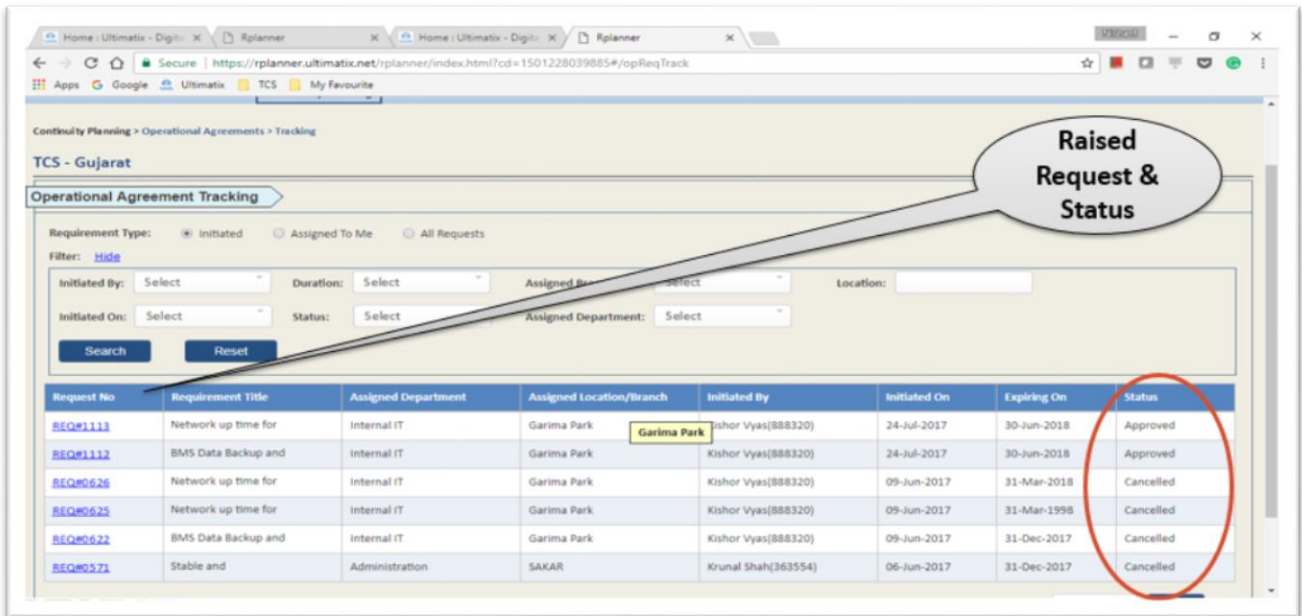*Figure 7 : OLA request status*

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.

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Thank You...!!

Contact

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