



Netradyne Disaster Recovery Process

V3.1

Internal and Confidential

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Document Review/Approval

| Date | Signatory Name | Organization/Signatory Title | Comments |
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Distribution of Final Document

| Name | Organization/Title |
|------------------|---------------------------|
| All Organization | Netradyne |
| | |
| | |

1 Purpose

Ensure organization is prepared to face disasters, ERT team will be ready and notified during a disaster. All internal and external stakeholders shall comply with the process in the event of disaster.

2 Scope

Scope is limited to IT and Infrastructure Services at Netradyne.

3 Roles and Responsibilities

Roles and responsibilities specific to this document are included below:

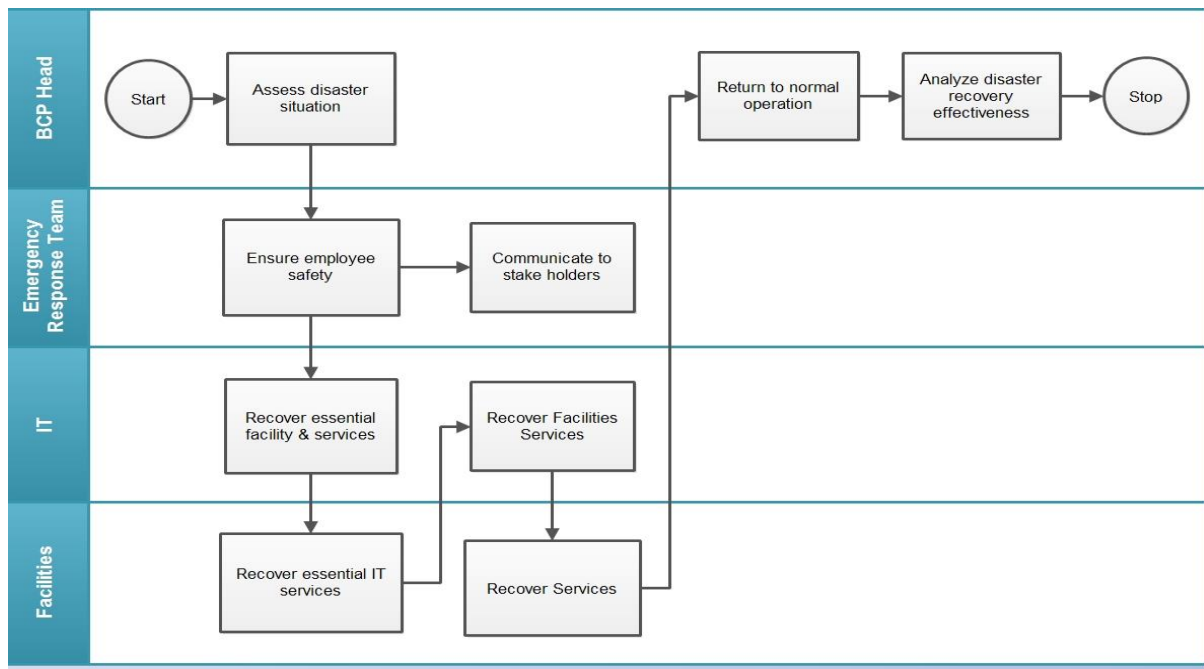
| Role | Responsibilities |
|------------------------|--|
| Owner | <ul style="list-style-type: none">• Team or SME responsible for the process area needs to ensure this document is up to date and compliant with governing requirements.• Is the point of contact for the document.• Responsible for initiating and managing document review and the approval process from start to finish including gathering or delegating the collection of content including diagrams, formatting etc. as well as identifying stakeholders to participate in the peer review process. |
| Reviewers/Stakeholders | Representations from teams that can affect or be affected by the document under review (e.g., Operation, Security, Compliance, Quality) |
| Approvers | The Person(s) of authority to validate the document and sign-off on the latest version. Such Person include Document owner, Functional Team Lead, Security Lead, Product Delivery Lead. |
| Document Release | Document Owner/team to work with repository administrator to make release version available. |

4 Procedure

4.1 Roles and Responsibilities for Disaster Recovery (DR) process

| Role | Responsibilities |
|-------------|---|
| CISO | <ul style="list-style-type: none">• Assess disaster situation and execute necessary action.• Coordinate with other stakeholders• Communicate invocation of Disaster Recovery Process to Emergency Response Team |
| ERT | <ul style="list-style-type: none">• Ensure safety of people |

4.2 Process Flow



4.3 ENTRY CRITERIA

1. Natural Disaster
2. Technical failure
3. Pandemic

4.4 Inputs

| # | Product Name |
|----|-----------------|
| 1. | IDMS Driveri |

4.5 Activity Performed

4.5.1 Assess Disaster Situation

| Activities | Resp. | Related Documents / Processes / Notes |
|--|-------|---------------------------------------|
| Assess Disaster Situation | CISO | |
| Evaluate whether to invoke Disaster Recovery Process | CISO | |
| Invoke Disaster Recovery Process, if needed | CISO | |
| Communicate invocation of Disaster Recovery Process to Emergency Response Team | CISO | Business Continuity Plan |

4.5.2 Ensure Employee Safety

| Activities | Resp. | Related Documents / Processes / Notes |
|------------------------|-------|---------------------------------------|
| Evacuate Buildings | ERT | Fire Policy - HR |
| Ensure Employee Safety | ERT | Fire Policy - HR |
| Provide First Aid | ERT | First Aid Guidelines - HR |

4.5.3 Communicate to Stakeholders

| Activities | Resp. | Related Documents / Processes / Notes |
|--|-------|---------------------------------------|
| Inform employee relatives about Disaster | ERT | To be done by HR |
| Inform Clients about Disaster | ERT | To be done by CSM |
| Alternative modes of operations | ERT | WFH |

4.5.4 Recover Essential IT and Infrastructure Services

| Activities | Resp. | Related Documents / Processes / Notes |
|---|----------|---|
| Inform Vendors for Support, if required | IT | |
| Restore essential Servers and Systems | IT/Infra | Snapshot Backups, Bucket Versioning, RDS backup for Infra related important artifacts |
| Restore Essential Networks | IT | |

4.5.5 Return to Normal Operation

| Activities | Resp. | Related Documents / Processes / Notes |
|--|-------|---------------------------------------|
| Assess if the operations have returned to normalcy | CISO | |
| Inform employees about Normal Operations | ERT | To be done by HR |
| Inform Clients about Normal Operations | ERT | To be done by CSM |

4.5.6 Analyse Disaster Recovery Effectiveness

| Activities | Resp. | Related Documents / Processes / Notes |
|--|------------|---|
| Analyse Disaster Recovery Effectiveness | CISO | |
| Identify improvements in Disaster Recovery Process | ISMS Forum | ISMS yearly audit will take care of this. |

4.6 Outputs

| # | Description / Work Product Name | # | Description / Work Product Name |
|----|-------------------------------------|----|---------------------------------|
| 1. | IT and Facilities recovered | 2. | Infrastructure recovered |
| 3. | Process Change Tracker (ISMS Forum) | 4. | Executed DRP |

4.7 Exit Criterion

Normalcy Restored

4.8 Measurement and Analysis

| # | Metric | Definition/ Formulae | Data to be captured | Source | Owner | Frequency |
|----|--|---|--|---------|---------|-----------|
| 1. | 18 months March 2020 – September 2021 | Due to Pandemic Employees were asked to WFH for a period of 18 months, this was a decision from the higher Management | <ul style="list-style-type: none"> IT and Facilities recovered. Infrastructure recovered. Process Change Tracker (ISMS Forum) Executed DRP | CISO/MR | CISO/MR | NA |

4.9 Standard Compliance

| Standard / Model | Clause No & Name | Control description |
|------------------|--|--|
| ISO 27001 | <ul style="list-style-type: none"> A.14 | <ul style="list-style-type: none"> Business Continuity Management |

5 Conduct

Compliance Checks to this process to be performed through various methods, including but not limited to reports, internal/external audits, Awareness training/assessments and feedback to the process owner. Non-compliance will be escalated to the Netradyne leadership team.

6 Exception

Exception to this procedure must be approved through the Netradyne Exception Process.

7 Terms/Acronyms

| Term/Acronym | Definition |
|--------------|------------------------------|
| DRP | Disaster Recovery Plan |
| Infosec | Information Security |
| ERT | Emergency Response Team |
| BCP | Business Continuity Planning |
| | |
| | |

8 References

8.1 Templates

<List of (or Links to) associated templates>

8.2 Policies

<List of (or Links to) associated corporate level policies>

8.3 Process/Procedures

[NetradyneSecurityIncidentResponsePlan v1.2.pdf](#)

8.4 Standards

<List of (or Links to) related Netradyne Standards>

8.5 Miscellaneous

<List of (or Links to) any relevant documentation not covered in the list above>

9 Appendix A: Document RACI Matrix

| Role/Activity | Document Owner/Functional Area Lead | Document Contributor | ND Leadership | Functional Area Team | InfoSec | All Member(s) |
|---|-------------------------------------|----------------------|---------------|----------------------|---------|---------------|
| Ensure document is kept current | A | R | I, C | R, C | C | I |
| Ensure stakeholders are kept informed | A | R | - | R | C | - |
| Ensure document contains all relevant information | A | R | I, C | R, C | C | I |
| Ensure document adheres to document governance policy | A, R | R | I | R, C | R, C | I |
| Provide SME advice | I, R | A, R | I | R, C | I, C | I |
| Gathering and adding document contents | I | A, R | I, C | R, C | C | I |
| Document Approval | A | R | I, R | I | I, R | I |

Key

| | |
|---|-------------|
| R | Responsible |
| A | Accountable |
| C | Consulted |
| I | Informed |