

Business Continuity Plan (BCP)

Plan ID: 1

Purpose & Scope: This Business Continuity Plan (BCP) outlines procedures to ensure continuous operation.

Regulatory References: ISO 22301:2019, RBI Guidelines on Business Continuity Planning, Basel III Framework.

Critical Services: Payment Processing, Core Banking System, ATM Network, Online Banking, Mobile Banking.

Dependencies (Internal): IT Operations, Human Resources, Finance Department, Risk Management, Legal.

Dependencies (External): Telecom Providers, Cloud Services (AWS/Azure), Payment Gateway Partners, Data Centers.

Risk Assessment Summary: Comprehensive risk assessment identifies threats including cyber attacks, natural disasters, and operational errors.

BIA Summary: Payment processing downtime beyond 4 hours results in regulatory penalties and customer loss.

RTO Targets:

Payment Processing: 4 hours

Core Banking System: 2 hours

ATM Network: 6 hours

Online Banking: 8 hours

Mobile Banking: 8 hours

Customer Service: 12 hours

RPO Targets:

Payment Processing: 15 minutes

Core Banking System: 5 minutes

ATM Network: 30 minutes

Online Banking: 1 hour

Mobile Banking: 1 hour

Customer Service: 4 hours

Communication Plan (Internal):

Internal communication follows a hierarchical escalation process. Incident Commander notifies Department Heads within 15 minutes, who then inform their teams. Regular status updates every 2 hours via email and emergency communication channels.

Communication Plan (Bank):

Bank communication plan includes immediate notification to RBI within 2 hours of major incidents, customer notifications via SMS/email within 4 hours, and public statements through official channels. Media relations handled by designated spokesperson.

Roles and Responsibilities:

Incident Commander: Chief Operating Officer - Overall incident coordination, Decision making, External communication

IT Recovery Lead: CTO - Technical recovery, System restoration, Data recovery

Business Continuity Manager: BCM Head - Plan execution, Team coordination, Progress tracking

Communications Officer: PR Manager - Internal/external communication, Media relations, Stakeholder update

Training & Testing Schedule:

Quarterly BCP training sessions for all staff. Annual table-top exercises in Q2. Full-scale disaster recovery testing in Q4. Monthly backup restoration tests. Bi-annual communication plan testing.

Maintenance & Review Cycle:

BCP reviewed annually in January. Quarterly updates for contact information and procedures. Post-incident reviews within 30 days of any activation. Regulatory compliance review every 6 months.