



## OPD\_Business Continuity Plan Policy

### Document Details

Document Path	<a href="http://192.168.1.102:9073/Mindshare/5gpal/policies/OPD_Business Continuity Plan Policy">http://192.168.1.102:9073/Mindshare/5gpal/policies/OPD_Business Continuity Plan Policy</a>
Document Version	1.2
Document Date	July 6, 2010
Document Status	Final
Circulation Type	Internal
Circulation List	All@ 5G

**Revision History**

Ver No. & Date	Added/ Revised By	Content Added/ Changed	Reviewed/ Approved By	App. Date	Broadcast Date	Effective Date
1.0 / Mar 1 2007	PVJ	Creation of Base Document	BCP Mgmt Council	Mar 27, 2007	Mar 28, 2007	Apr 1, 2007
1.1/Nov, 2008	5G PG Team	Adopted new naming conventions, Added sections on engineering documents etc,	Sumitra Seshan	Nov 15, 2008	Nov 30, 2008	Nov 30, 2008
1.2/June 2010	Jai	5G Logo (registered) incorporated	Sumitra Seshan	Jul 6, 2010	Jul 7, 2010	Jul 7, 2010



## Table of Contents

1.	Introduction .....	4
2.	Objective .....	4
3.	BCP Team .....	4
4.	BCP - Planning Process .....	5
4.1	Key Action Components .....	5
4.2	Business Plan .....	5
4.3	Call/Action flow .....	6



## 1. Introduction

The Business Continuity Plan of Fifth Generation Technologies India (P) Ltd. (5G) has been developed keeping in mind its specific operational needs, the nature of client projects and the associated security & recovery process requirements.

## 2. Objective

The objective of the Business Continuity Plan (BCP) - alternatively referred to as the Disaster Recovery Plan (DRP) - in the event of a disaster is to:

1. Provide a clear plan of action to different members of the 5G team to ensure a timely & efficient resumption of the interrupted business operations;
2. Ensure that critical business operations resume within acceptable time-frames;
3. Minimize the potential disruption of service to customers and other stakeholders

By developing, documenting, implementing and testing this Business Continuity Plan, the business should be able to restore the availability of critical Information and resume critical Operations in a timely and organized manner following a disaster occurrence.

## 3. BCP Team

The teams that would be responsible for the Business Continuity Planning activities at 5G would be the following:

Teams	Team Members	Responsibilities
BCP Council	CEO, COO, Product Excellence Director	<ul style="list-style-type: none"><li>- Set guidelines for identifying key Business Areas of 5G</li><li>- Authorize and Approve the Business Continuity Plan processes and policies</li></ul>
BCP Coordinator	COO	<ul style="list-style-type: none"><li>- Process Owner</li><li>- Coordinator of the council</li></ul>
BCP Action Team	IT In-charge Admin In-charge Key Project Leads	<ul style="list-style-type: none"><li>- Will form part of the Recovery team and will take part in the actual recovery exercises</li></ul>



## **4. BCP - Planning Process**

### **4.1 Key Action Components**

The primary components of 5G's BCP approach are:

- Management guidance & oversight of business operations continuity planning;
- Identification and set-up of a suitable alternate location from where critical business operations can be resumed;
- Identification of key management representatives to manage a disaster situation;
- Definition of clear steps to be followed and documentation of contact details, evacuation procedures, dos and don'ts etc.;
- Identification of key business operations & support teams, definition of their respective roles during a disaster and conducting of training for the same;
- Definition of processes and SLAs with 3rd parties during a disaster;
- Identification of critical business operations/Processes and technology environment components for each project;
- Offsite storage of daily /weekly back-ups of all project artifacts and data;
- Implementation of fail-over or alternate web/mail access and other communications facilities;
- Survey of disaster at primary location, assessment of losses, definition of recovery plan and initiation of actions towards the same;
- Resumptions of full business operations at primary location;
- Ongoing review of business operations and continuity needs.

### **4.2 Business Plan**

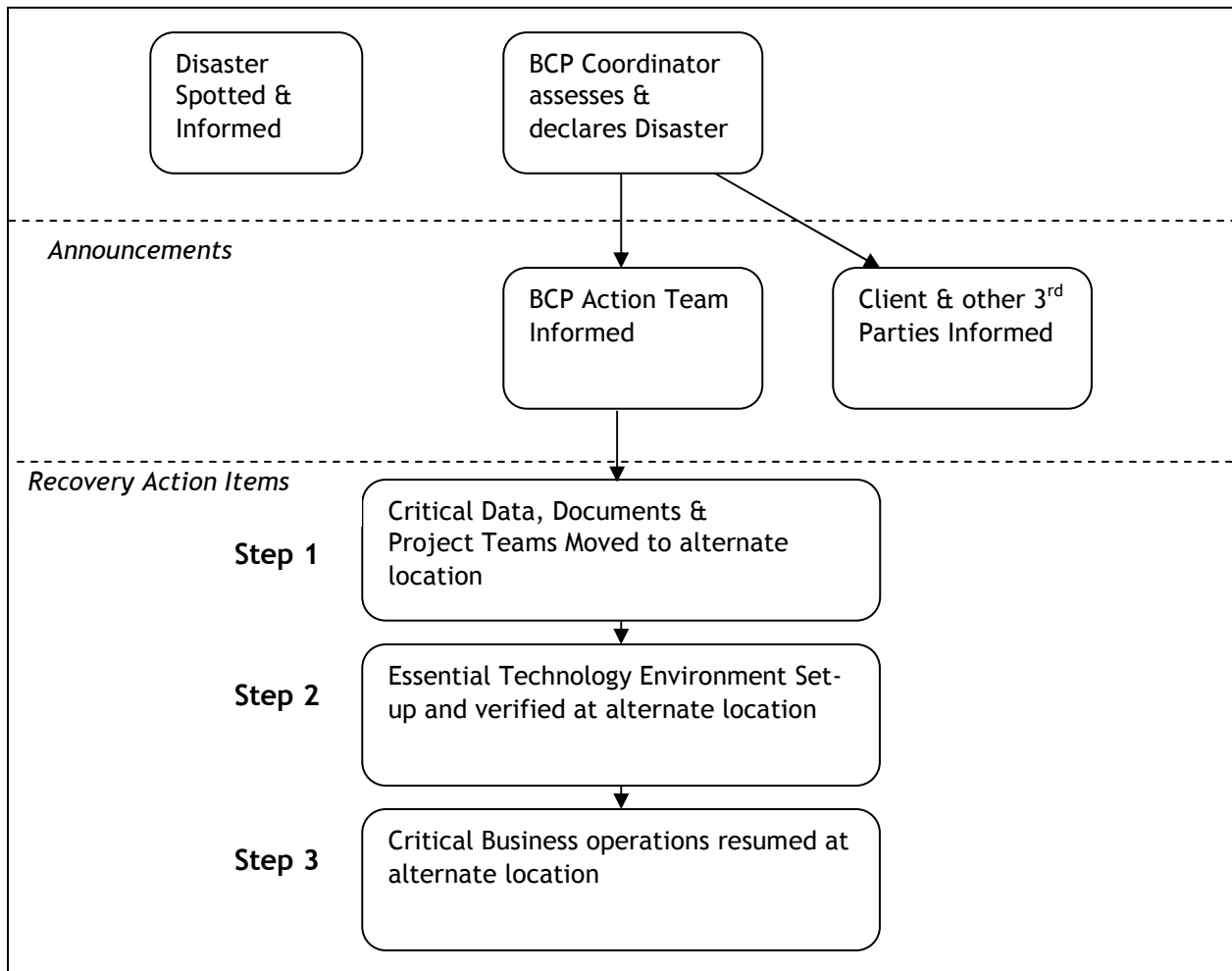
5G's Business Continuity Plan envisages the resumption of critical business operations at the alternate location within 2 business days. The broad steps towards this include:

- Identification of the problem and communication to all impacted teams (including clients);
- Initiation of actions to move back-up data/documents (from offsite storage location) and operations & support teams to alternate location;
- Set-up /verification of essential technology environment components at alternate location by technology team;

- Set-up/ verification of work environment at alternate location by business team(s);
- Resumption of critical business operations at alternate location;
- Continuous coordination and communications between all 5G teams and other client/3rd party teams as required.

### 4.3 Call/Action flow

The typical call/action tree when the BCP is invoked at 5G will be as follows:



- End of Document -