

A photograph of a person's hand pointing at a document on a wooden desk. The document contains various charts and graphs, including a bar chart, a line graph, and a pie chart. The person is wearing a light-colored shirt. The background is a bright, out-of-focus window.

ISMS Excerpts – Business Continuity Management

BUSINESS CONTINUITY

- **BCM** is a business-driven process through which the organization manages the impacts to the business continuity of operations due to threats. BCM involves
 - Proactively build resilience in the organization to mitigate the disruptions to the business and to achieve the objectives
 - Provide ability to restore key processes and services within accepted service level agreements
 - Provide mechanisms to safeguard the interests of key stakeholders, organizations reputation, brand and trust due to business disruptions
 - Protection of critical Assets / Information required for Business Continuity

Refer Aspire-Business Continuity & Disaster Recovery Management-Procedure and BCM framework for more details

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BUSINESS IMPACT ANALYSIS (BIA)

- The organization shall identify the impact of disruptions of its services in the order of importance for all the projects using Business impact analysis activity

The parameters considered for the same is as below :

- Contractual Obligation
 - Regulatory Liability
 - Financial Loss
 - Confidential
 - Company Reputation
 - Customer Confidence
 - Project Delivery for the Month
- Maximum Tolerance Period Disruption (Downtime):
 - ✓ During the time of BCP invocation, this parameter will be used to prioritize the recovery process. This value is a combination of downtime and the criticality of the downtime.

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BUSINESS IMPACT ANALYSIS

- Recovery point objective
 - ✓ This is the acceptable loss of information for a project in terms of hours of work. This value will determine the backup frequency for the project.
- Consider the following examples to calculate RPO:
- ✓ 1. If the default incremental backup is sufficient for the project, then the value for RPO will be 24 hours.
 - ✓ 2. If project defines RPO to be 5 hours, then the backup frequency for this project should be every 5 hours.

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BUSINESS CONTINUITY OPERATIONS

Initial Response Phase

- The Initial Response phase begins as soon as an employee informs ISF(Information Security Forum/ERT (Emergency Response Team) team of an interruption event that has occurred, or is about to occur

Assessment Phase

- The Assessment Phase begins as soon as the ISF is notified of an event. It ends when the predetermined threshold of a disaster situation has been met and the DAT(Disaster Assessment Team)/ISF agrees to declare a disaster and begin the Activation Phase

Emergency Declaration Phase

- Declaration of disaster is based guidelines specified in section 'Categorization of disaster'. The emergency declaration phase declares the event as Major or Minor.

System Recovery phase

- All activities required to restore the mission critical functions that are affected primary site(s)/ secondary site(s).

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BUSINESS CONTINUITY OPERATIONS

- All activities required to restore all designated data processing systems, functions and facilities that are required to support mission critical business functions.

Business functions Start-up Phase

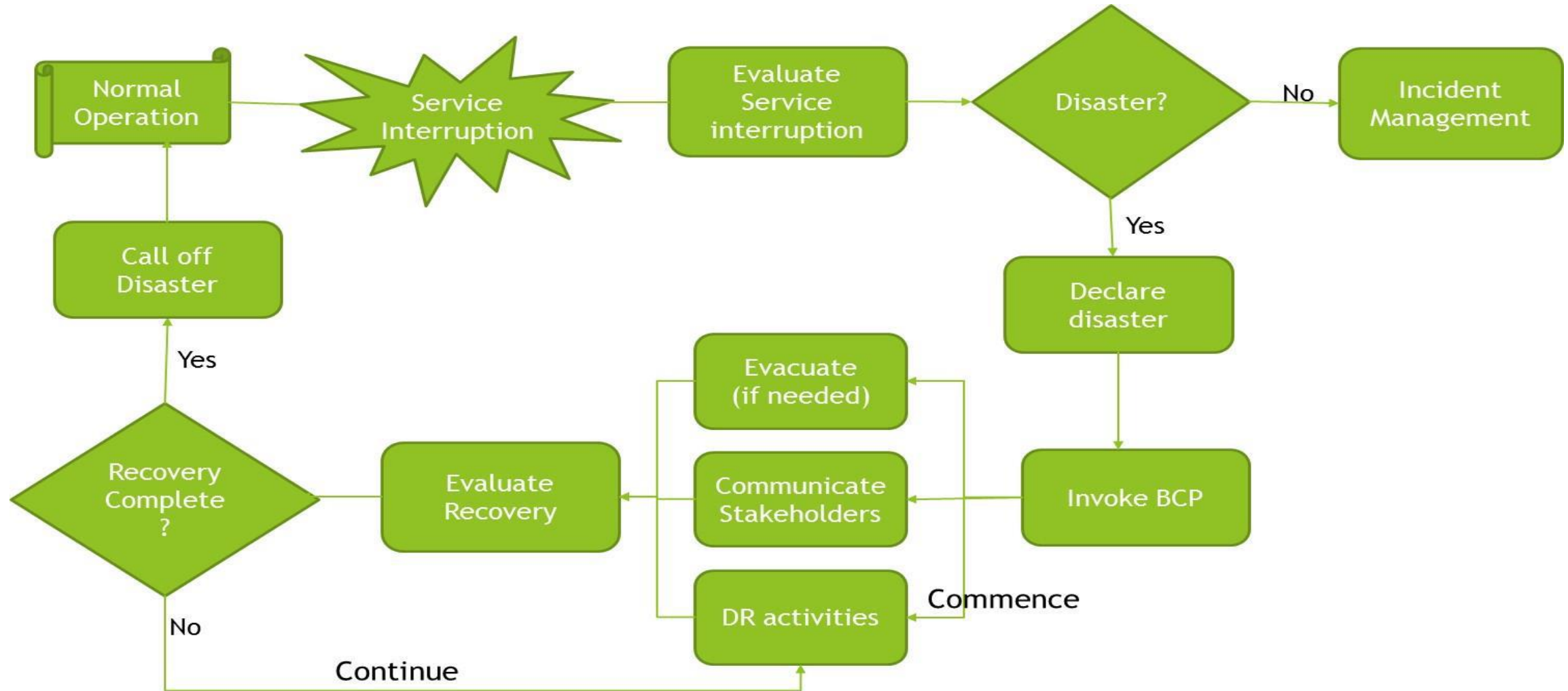
- Validation of restored systems' functionality and data integrity
- Evaluation of data recovery point and determining any data loss
- Controlled restart of business function operations

Return to normalcy phase

- This phase begins when the ISF/DAT makes the decision to return declare the normalcy of operation. It ends as soon as full operations have been re-established at all affected sites

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BUSINESS OPERATIONS FLOW CYCLE



*attention.
always.*

BUSINESS CONTINUITY OPERATIONS

Disaster response life cycle

After a disaster, the standard response life cycle is as follows

- The DAT/ISF will assess the level of damage and decide to invoke a BC plan, what kind of plan and notify the team
- The provision of emergency service if required
- Prioritize recovery and commence restoration activity
- Resume normal operation

Acronyms

- BCP – Business Continuity Plan
- BIA – Business Impact Analysis
- CISO – Chief Information Security Officer
- DAT – Disaster Assessment Team
- DRC – Disaster Recovery Coordinators
- DR – Disaster Recovery
- ERT – Emergency Response Team
- ISF – Information Security Forum
- RTO – Recovery Turnaround Objective (Or) Recovery Time Objective
- RPO – Recovery Point Objective

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Thank You

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