

Cnergyis Infotech India Private Limited			
Document #	ISMS/BCP/ V 1.9		
Created	15-Mar-16		
Updated	3-Apr-2023		
Version number	V 1.9		
Owner	ISO		

Classification: INTERNAL



Revision History

Sr.	DCR	Summary of	Prepared By	Approved By	Version	Effective
No.	Number	Change		,	No.	Date
1	V1.1	BCP Draft Review	ISO	Management	1.1	1 April 2016
2	V1.2	Business Continuity Plan review and update	ISO	Management	1.2	1 April 2017
3	V1.3	Business CMT Coordinator review	Amey Lakeshri	Ravi Bajaj	1.3	1 April 2018
4	V1.4	Zing logo update	Amey Lakeshri	Ravi Bajaj	1.4	7 Jun 2018
5	V1.5	Policy Review	Amol Kayasth	Vivek Tikoo	1.5	17 Jul 2019
6	V1.6	Policy Review	Yogesh Rajbhoj	Vivek Tikoo	1.6	22 Nov 2019
7	V1.7	Policy Review	Prathamesh D	Vivek Tikoo	1.7	20 Feb 2021
8	V1.7	Policy Review	Prathamesh D	Venkat Balan	1.7	07 Arp 2021
9	V1.7	Policy Review	Prathamesh D	Venkat Balan	1.7	18 Aug 2021
10	V1.8	Zing logo update	Prathamesh D	Venkat Balan	1.8	09 Feb 2022
11	V1.8	Policy Review	Prathamesh D	Venkat Balan	1.8	26 Dec 2022
12	V1.9	Entire document revamped to align with ISO22301and other industry best practices. This version	Prathamesh D	Venkat Balan	1.9	3 Apr 2022
		supersedes all previous versions.				

Version 1.9 Classification: INTERNAL Page 2 of 66



	TABLE OF CONTENTS					
1	Introduction	6				
2	Scope	6				
3	Assumptions	7				
4	Risk Acceptable Level	7				
5	Key Assumptions	7				
6	Business Continuity Governance Structure	9				
6.1	Roles and Responsibilities	9				
6.1.1	Crisis Management Team	9				
6.1.2	BCM Steering Committee	10				
6.1.3	Business Continuity Head	10				
6.1.4	Department Business Continuity Coordinators	11				
6.1.5	Ad-hoc Teams	14				
7	Business Impact Analysis	15				
7.1	Objective	15				
7.2	Procedure	15				
7.2.1	BIA for Functions	16				
7.2.2	BIA for Information Technology applications & systems	16				
7.3	BIA Responsibilities	16				
7.4	BIA Methodology	17				
7.4.1	BIA for Functions	17				
7.4.2	BIA for Information Technology Applications and Systems	22				
7.4.3	RTO Computation for IT Applications	23				
7.4.4	RPO Computation Methodology	25				
7.4.5	Approval of application RTO and RPO	27				
7.5	BIA Review and Maintenance	27				
8	Risk Assessment	27				
8.1	Threats	28				
8.2	Risk Assessment Methodology	28				
8.3	Risk Acceptance Criteria	28				
8.4	Risk Acceptance Guideline	28				
8.5	Risk Assessment Review and Maintenance	33				
9	Crisis Management Plan	34				

Version 1.9 Classification: INTERNAL Page 3 of 66



9.1	Crisis Management & Communications workflow	35
9.2	Crisis Management Guidelines	37
9.3	Post Incident Action Plan	39
10	Crisis Communication	39
10.1	Communication Guideline	39
10.2	Identification of Designated Spokesperson	41
10.3	Sample Communication Scripts	41
11	Emergency Response Calling Tree	43
12	Governance Mechanism	43
12.1	Plan Activation and Authorization	43
12.2	Plan Activation triggers	45
12.3	Course of Action	46
12.4	Disaster Declaration Criteria	46
13	Business Continuity Scenario	48
13.1	Corporate / Head Office is damaged and / or is inaccessible	48
13.2	Branch Office not available / City wide Disaster including Pandemic	49
13.3	The Primary Data Center (Mumbai) are affected by the disaster	50
14	Business Continuity Training and Awareness	50
14 15	Business Continuity Training and Awareness BCM Exercising	50 51
15	BCM Exercising	51
15 15.1 15.2	BCM Exercising Responsibility	51 52
15 15.1 15.2 15.2.1 Sιτ	BCM Exercising Responsibility Categories	51 52 52
15 15.1 15.2 15.2.1 Sιτ	BCM Exercising Responsibility Categories TE EVACUATION DRILLS - EMERGENCY RESPONSE	51 52 52 54
15.1 15.2 15.2.1 SIT 15.2.2 TA 15.3	BCM Exercising Responsibility Categories TE EVACUATION DRILLS - EMERGENCY RESPONSE BLETOP EXERCISE OF EMERGENCY RESPONSE AND BCM PLAN DOCUMENTS	51 52 52 54 54
15.1 15.2 15.2.1 SIT 15.2.2 TA 15.3 15.3.1 M	Responsibility Categories TE EVACUATION DRILLS - EMERGENCY RESPONSE BLETOP EXERCISE OF EMERGENCY RESPONSE AND BCM PLAN DOCUMENTS Employee Call Trees (Manual and System-based Call Tree)	51 52 52 54 54 55
15.1 15.2 15.2.1 SIT 15.2.2 TA 15.3 15.3.1 M	Responsibility Categories TE EVACUATION DRILLS - EMERGENCY RESPONSE BLETOP EXERCISE OF EMERGENCY RESPONSE AND BCM PLAN DOCUMENTS Employee Call Trees (Manual and System-based Call Tree) ANUAL MODE CALL TREE TEST	51 52 52 54 54 55 55
15.1 15.2 15.2.1 SIT 15.2.2 TA 15.3 15.3.1 MA	Responsibility Categories TE EVACUATION DRILLS - EMERGENCY RESPONSE BLETOP EXERCISE OF EMERGENCY RESPONSE AND BCM PLAN DOCUMENTS Employee Call Trees (Manual and System-based Call Tree) ANUAL MODE CALL TREE TEST STEM BASED CALL TREE TEST	51 52 52 54 54 55 55 56
15.1 15.2 15.2.1 SIT 15.2.2 TA 15.3 15.3.1 MA 15.3.2 SYS	Responsibility Categories TE EVACUATION DRILLS - EMERGENCY RESPONSE BLETOP EXERCISE OF EMERGENCY RESPONSE AND BCM PLAN DOCUMENTS Employee Call Trees (Manual and System-based Call Tree) ANUAL MODE CALL TREE TEST STEM BASED CALL TREE TEST Full blown exercise of critical business Functions	51 52 52 54 54 55 55 56
15.1 15.2 15.2.1 SIT 15.2.2 TA 15.3 15.3.1 M. 15.3.2 SYS 15.4 15.5	Responsibility Categories TE EVACUATION DRILLS - EMERGENCY RESPONSE BLETOP EXERCISE OF EMERGENCY RESPONSE AND BCM PLAN DOCUMENTS Employee Call Trees (Manual and System-based Call Tree) ANUAL MODE CALL TREE TEST STEM BASED CALL TREE TEST Full blown exercise of critical business Functions Learnings from Exercise	51 52 52 54 54 55 55 56 57
15.1 15.2 15.2.1 SIT 15.2.2 TA 15.3 15.3.1 M. 15.3.2 SYS 15.4 15.5	BCM Exercising Responsibility Categories TE EVACUATION DRILLS - EMERGENCY RESPONSE BLETOP EXERCISE OF EMERGENCY RESPONSE AND BCM PLAN DOCUMENTS Employee Call Trees (Manual and System-based Call Tree) ANUAL MODE CALL TREE TEST STEM BASED CALL TREE TEST Full blown exercise of critical business Functions Learnings from Exercise Management Reporting	51 52 52 54 54 55 55 56 57 57
15.1 15.2 15.2.1 SIT 15.2.2 TA 15.3.1 MA 15.3.2 SYS 15.4 15.5 15.6 15.7	BCM Exercising Responsibility Categories TE EVACUATION DRILLS - EMERGENCY RESPONSE BLETOP EXERCISE OF EMERGENCY RESPONSE AND BCM PLAN DOCUMENTS Employee Call Trees (Manual and System-based Call Tree) ANUAL MODE CALL TREE TEST STEM BASED CALL TREE TEST Full blown exercise of critical business Functions Learnings from Exercise Management Reporting Exercising Frequency	51 52 52 54 54 55 55 56 57 57 57
15.1 15.2 15.2.1 SIT 15.2.2 TA 15.3.1 MA 15.3.2 SYS 15.4 15.5 15.6 15.7 16	Responsibility Categories TE EVACUATION DRILLS - EMERGENCY RESPONSE BLETOP EXERCISE OF EMERGENCY RESPONSE AND BCM PLAN DOCUMENTS Employee Call Trees (Manual and System-based Call Tree) ANUAL MODE CALL TREE TEST STEM BASED CALL TREE TEST Full blown exercise of critical business Functions Learnings from Exercise Management Reporting Exercising Frequency Monitoring of BCP	51 52 52 54 54 55 55 56 57 57 57 57

Version 1.9 Classification: INTERNAL Page 4 of 66



16.2	Management Review	60
16.2.1	Frequency	61
16.2.2	Inputs	61
16.2.3	Output	61
16.3	Internal Audit	61
16.4	Non-Conformity and Corrective Action (BCMS Tracker)	62
16.4.1	Initiation and Recording	62
16.4.2	Verification	63
17	Continuous Improvement	63
18	BCP Maintenance	64
19	Abbreviations and Definitions	64
20	Reference Documents	66