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# ***BCP & DRP implementation : Industry cases*** ***(Chapter - 3 : DISSA Course)***

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# Building 'Trust and Confidence' in IS Infrastructure & Controls- BCDR

- **Data Centre Audits:**

1. Operating System Review;
2. Network Controls Review,
3. Data Centre Operations Review,
4. Environmental Security- Access Controls, Physical controls
5. General Computer Controls Review covering
  - ✓ - IT Assets and resources
  - ✓ - Personnel Security
  - ✓ - Physical,
6. Database Controls Review
7. 'Green ' DC review – power usage , capacity utilisation %

# ISO 22301- BCMS

In the event of an emergency, many businesses and organizations must have the ability to mitigate damage and continue operating.

ISO 22301 = international standard for Business Continuity Management (BCM).

Published by the International Organization for Standardization, ISO 22301 is designed to help **organizations prevent, prepare for, respond to and recover from unexpected and disruptive incidents.**

Standard provides a practical framework for **setting up and managing** an effective BCMS.

**ISO 22301 :10 Clauses**

# DC & DR – physical & environmental review

- DC perimeter & physical access security design & processes
- □ DC material inward / outward security
- □ Power and backup
- □ Safety systems – fire & smoke detection, suppression systems
- □ Rack, cabling and earthing
- □ DC access surveillance & monitoring
- □ Housekeeping & vendor management
- **CBI**
- **DC/ DRC Audit** : Thorough Audit of bank"s Data Centre (DC) at Navi Mumbai, Disaster Recovery Centre (DRC) at Hyderabad and Near Site at Navi Mumbai.

# Tata AIG

- *BCP team is in charge of incident management. It works in coordination with disaster assessment, executive management, and systems recovery teams*
- *Depending upon an incident's severity, the **company invokes its disaster management team, executive management team, and business continuity plan.***
- *Annual business continuity plan manual's review is undertaken by the executive management team.*

# Coverage of BCP

- *Tata AIG GIC's business continuity plan comprises of :*
  - ✓ *profit centers (commercial and retail department for different lines of business — marine, accident & health, travel, auto, rural and casualty)*
  - ✓ *support functions (IT, operations, claims, human resources, pay roll, finance and accounts)*

# Testing DRP

1. *Regular **table-top exercises** (discussion-based sessions), component testing, full-scale annual testing, fire drills and evacuations are carried out.*
2. *Test reports are published for all the key stake holders.*
3. *Tata AIG GIC handled incidents.*
4. *“During the Mumbai terrorist attacks in 2008, a bomb hoax in our company’s Ahura building led to the evacuation of employees to another office.*

*The command center was activated, claims invoked through Delhi, and policies routed through Bangalore”*

# ICICI Bank – Digitisation, DC, DRS

- ICICI Bank DC = Hyderabad achieved the distinction of becoming country's first Platinum rated project under IGBC **Green DC Rating System**.
- **Tangible Benefits** include: 20 to 25 % reduction in Power Usage Effectiveness, 25 to 30 % reduction in water consumption.
- **Intangible benefits** = enhanced air quality, excellent daylighting, health & well-being of staff operating such facility.
- **Key green features incorporated in ICICI Bank's DC=**
  1. power saving,
  2. wheeling of 15 MW off-site renewable energy (9000 units to offset grid energy),
  3. photovoltaic installed at façade for on-site renewable energy generation
  4. LED based energy efficient lighting fixtures
  5. procurement of green certified products and materials



## HDFC Bank case update - June,2021

- HDFC Bank = **technical glitches** - resulted in RBI freezing **issue of new credit cards** & putting on hold **its digital strategy**.
- AR 2020-21 : CEO promised action to ensure that HDFC bank keeps –
- Culture, Conscience & Customers at forefront

# HDFC Bank IS Control initiatives

- Strengthened **disaster recovery resiliency**,
- build a "**digital bank** within bank
- To scale up infrastructure to **handle potential load** for next 3/5 years.
- In process of **accelerating cloud strategy** to be on cutting edge leveraging best-in-class cloud service providers
- Intensified **security enhancements** over IT systems
- **Strengthened firewalls**

# Ensuring uninterrupted operations amid rapid change

## - CEO quote

- *We live in an increasingly unpredictable world. This has been compounded further by the challenge posed by the pandemic as complex operations across multiple stakeholders have to be managed remotely and digitally.*
- *At HDFC Bank, we have a well-defined Business Continuity Plan (BCP) in place to ensure the reliability and continuity of operations.*
- *Our BCP is based on regulatory guidelines, ISO 22301 certified, and is subject to regular reviews.*
- *We have a Business Continuity Policy and Procedure with clearly defined roles and responsibility*