



Contents

1. PURPOSE OF THIS DOCUMENT	2
2. PRE-TEST	2
3. TEST	3
4. RISK AND MITIGATION	6



1. Purpose of this Document

The purpose of this document is to facilitate planning, execution, capturing results review, and corrective action plans to be developed for the Suneratech offshore development center.

To evaluate business continuity planning for Suneratech offshore, to assist the associates to deal with the 2019 novel coronavirus (2019-nCoV) outbreak the Pilot BCP Test for Work from Home/ remote location for the entire Offshore Development Centre scheduled on the 19th March 2020. This test is primarily to verify the scalability and feasibility of the entire service delivery functioning across project teams and support groups as part of Business and service continuity to the customers.

This document can be considered a “baseline” throughout the phases of the exercising process, independent of the type of exercise being performed.

2. Pre-Test

Readiness towards IT Infrastructure in terms of Hardware and Software through survey and accordingly equipping our associates with the required standard infrastructure basis the projects/roles of customer requirement.

2.1 Test Planning Background

Test planned as per the procedure: L1 035 ISMS Suneratech -Business Continuity Plan.

About section 4 under Technology risks: Natural Disaster, the primary location is not available.

Section 5 Recovery Strategy followed is Strategy – 2 Provide remote access to all associates across locations both service delivery and support groups.

2.2 Pre-Test Planning Meeting(s)

Scheduled standup meetings with the delivery heads/Managers to identify the challenges and possible mitigations towards successful Pilot BCP Test.

Conducted multiple Town Hall meetings across the location to address the offshore employees to set expectations and check the communication mechanism and ensure all associates have the required tools for support service delivery while working from home/remotely.

Test Readiness Requirements

- ✓ IT infrastructure feasibility
- ✓ Pilot test (entire offshore associates working from home remotely across locations)
- ✓ VoIP/VPN connectivity test, internet bandwidth
- ✓ Communication mechanism (internal -Microsoft teams, customer- zoom, landline number's call forward to the respective team members)
- ✓ Voice clarity during internal meetings and client meetings



3. Test

3.1 Scope of Test

The test is a full scope covering the IT infrastructure viability to support all the associates across locations in India to work remotely/work from home. However, due to multiple challenges like local transportation, logistics have been temporarily stalled due to which we have to let our associates work remotely/work from home to continue business operation as it is.

While our customer service delivery is a primary focus, at the same time we are more concerned about the well-being of our associates and their families, as social distancing and hygiene would avoid the spread of Corona Virus.

3.2 Organization Scope

The scope is to conduct a functional/technical Pilot BCP Test. BCP Test will ensure we as an organization is ready to support remotely, checking on all the aspects related to remote work such as laptops for all employees, videoconferencing and chat software, file-sharing platforms, project management, and time tracking tools, scalable VPN, VOIP, desk phone call forwarding.

3.2.1 SCHEDULED DATE AND TIME OF TEST

Start Date/Time	Finish Date / Time
18-March-2020	19th March 2020

3.2.2 OUTCOME OF TEST

Upon successful completion of the pilot BCP test, organization rolled out remote working option till 14th April 2020.

Note: Based on the pandemic circumstances, the above-mentioned date is subject to vary.



3.2.3 MEASURES TAKEN TO ESTABLISH EFFECTIVE INFORMATION SECURITY

Considering remote work option, below are the precautions derived by our Governance Risk and Compliance Management (GRC Team).

S.no	Date	Measure	Description
1	21 March 20	Antivirus update on laptops (.DAT file)	The batch file will be shared in one drive; all associates must install it to update the Antivirus, admin privileges are not required. It protects systems from existing and new potential threats
2	21 March 20	Password expiry	Duration will be extended from 90 days to 120 days and associates must login to VPN weekly once
3	21 March 20	Laptop security	Configure Web Content Filtering using Cisco Umbrella for laptops to block requests to malicious domains and IPs before a connection is established
4	21 March 20	Data back up	Delivery heads must ensure their associates take backups on one drive daily
5	21 March 20	Install/Implement Cisco Umbrella	

3.2.1 TYPE OF TEST

Highlight Box Indicating Test Being Conducted
Orientation Test
Drill
Tabletop Test
Functional Test
Full-Scale Test

3.2.2 PLAN AND CONDITION TO BE TESTED

While remote working is a valid strategy to maintain business continuity in times of crisis like the outbreak of COVID-19, preparedness with clear policy and processes in place is our utmost priority. The Pilot BCP test ensures the readiness on all aspects that implies the uninterrupted remote support to our clients ensuring business continuity. During the BCP Test, we shall check the scalability of the IT infrastructure support while the entire offshore employees need to work from home/remotely. Test the VOIP, VPN, Microsoft Teams, desk phones call forward. Document our key finds of the test while ensuring to mitigate the deviations.



3.2.3 TEST OBJECTIVES

Suneratech associates should be able to carry out work from home/remote by connecting to client VPNs through the internet by using company-provided laptops. Test results to be updated in the BCP test report.

OBJECTIVES DEFINED

- ✓ Suneratech associates should be able to carry out work from home/remote across locations by connecting remotely to client VPNs through the internet by using company-provided laptops.
- ✓ Observations on the connectivity, voice clarity, Internet Broadband bandwidth.
- ✓ IT team should be able to resolve the IT tickets as, and when raised by associates.

3.3 COMMUNICATIONS DIRECTORY

Name	Cell Phone Number
Police	100
Fire Service	101
Ambulance	102
Corona Helpline	104

3.4 MESSAGES

- ✓ Messages drive the test, expose unresolved issues, and address the objectives.

3.4.1 MESSAGE DELIVERY

- ✓ Microsoft Teams Channel
- ✓ Email
- ✓ Critical resources Mobile numbers



4. Risk and Mitigation

Risk Management Plan						
S. No	Date	Risk	Description	Mitigation	Contingency	Status
1	18 Mar 20	Internet Bandwidth	Domestic Internet Bandwidth to connect client and internal applications to work remotely	Communication had been sent to all associates on the Internet bandwidth required	Associates are informed to procure the required internet bandwidth to carryout work from home in case of any future disaster.	Closed
2	18 Mar 20	VPN Scalability	IT Team is enhancing the scalability to access VPN for a minimum of 200 resources at any given time	IT team had enhanced VPN bandwidth	IT team can enhance the VPN bandwidth scalability if, required in future.	Closed
3	18 Mar 20	Microsoft Teams	A successful login to Microsoft Teams to communicate with peers, teams, and organization	As per Teams login report, most of the associates are found active on Teams and using Teams for meetings	Microsoft Teams is installed in all associates information system to communicate with peers, teams, and organization.	Closed
4	18 Mar 20	Client VPN Connectivity	Ensure client specific VPN is installed on individual associates Laptops to access client systems	IT team has installed a VPN for all the required associates	IT team can procure and install client VPN to required associates in case of any future disaster.	Closed
5	18 Mar 20	Client Applications	Installation and accessibility to client application remotely	IT team has successfully installed all client applications	IT team can install required client applications to associates in case of any future disaster.	Closed



6	18 Mar 20	Power outage (associates)	Associates to ensure uninterrupted power backup to support the customer during business hours	Communication had been sent to all associates to arrange power backup to modems and ensure uninterrupted services to clients.	Associates are informed to have power backup to modems incase of power outage to continue uninterrupted services to clients.	Closed
7	18 Mar 20	Installation and configuration of Zoiper	VOIP routing through Zoiper is installed	IT team has configured ZOIPER for the required associates	IT team can procure and install ZOIPER to required associates in case of any future disaster.	Closed
8	18 Mar 20	Anti-Virus Update	To protect from security threats	McAfee is successfully installed and tested in all associate laptops	IT team continuously monitor McAfee to update anti-virus in information systems.	Closed
9	18 Mar 20	HRMS-EP (availability of 24/7)	Facilitate all internal requests and approvals should not interrupt, ensuring 24/7 uptime	Action taken to ensure EP is up and supports 100%	EP portal have identified controls to support 100% availability 24/7.	Closed
10	18 Mar 20	24/7 IT support teams	To ensure the resolution of service requests raised by associates.	IT team associates are informed to support 24/7 shifts in-order to available round the clock and resolve tickets within defined SLA's	IT support team works 24/7 to resolve IT issues.	Closed
11	18 Mar 20	Cybersecurity	To ensure inflow and outflow of traffic through the firewall and suspicious activity will be reported as an incident.	IT team was informed to continuously monitor for any suspicious activity	IT team monitors 24/7 to detect suspicious activities in	Closed



					current process.	
12	18 Mar 20	Data Protection	Information Security Policies must be implemented	Information Security awareness training is given to employees.	Information Security awareness training is given to all associates as part of onboarding process.	Closed
13	18 Mar 20	Onboarding	Onboarding business-critical resources only	Remote onboarding protocols are developed and ensured to onboard only business-critical resources	To document in HR process document. Identified controls to safeguard the onboarding process.	Closed
14	18 Mar 20	Homecoming	Associates returning to India	List of associates in onsite are identified and are asked to travel immediately. They are informed to quarantine for 2 weeks	Travel policy is documented. In case of any disaster, associates are advised not to travel.	Closed
15	18 Mar 20	Offboarding	For offboarding, both the associate and HR representative is required to come to the office for the exit process	TBD		WIP

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