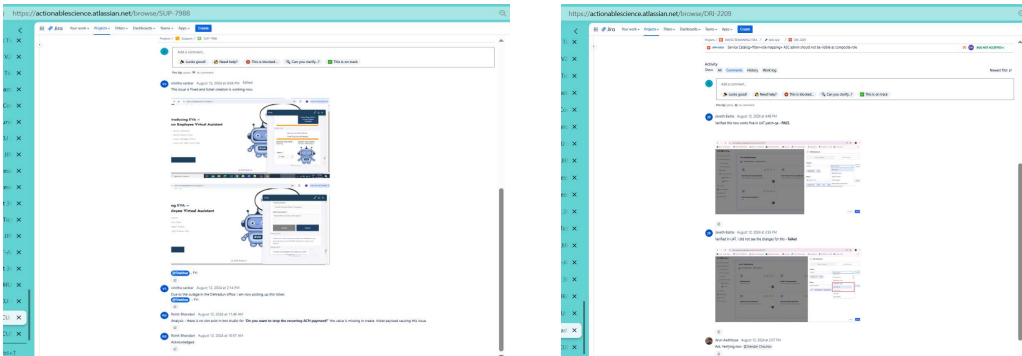


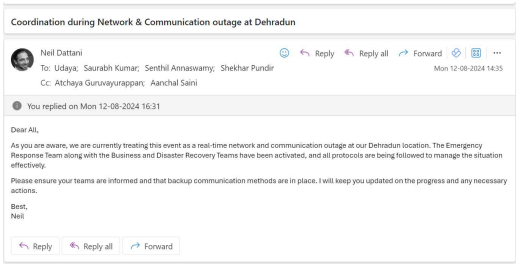
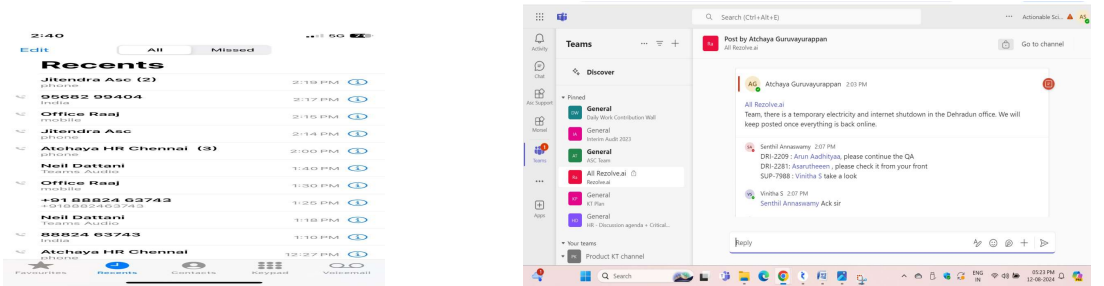
BCP & DR Testing		
Drill test Type	<b>Communication and Network Outage</b>	
Process Name	Complete network and communication outage (internet, connectivity, email)	
Test type	Internal	
Date	12 August 2024	
Start Time	2 PM IST	
End Time	4 PM IST	
Location	Dehradun location	
Drill Objective	To simulate a complete network and communication outage and evaluate the readiness of the Emergency Response Team (ERT), Business Response Team (BRT) and Disaster Recovery Team (DRT) in ensuring continuity of critical operations.	
Team Members involved in testing	DRP Team - Aanchal Saini, Neil Dattani ERT Team -Senthil Annaswamy BRT Team - Shekhar Pundir, Jitender Chauhan, Rahul Sharma	
Test Scenario	To establish work continuity from remote location/outside office when network and communication channels are disconnected	
Recovery Steps	<p>The impacted location informed the DRT who then activated the Emergency and Business Response Teams.</p> <p>The teams ensured that backup protocols were followed, and work continued seamlessly from other locations.</p> <p>DRT established emergency communication channels, documented the incident, and kept all employees and key personnel informed of the outage.</p>	
Status of test result	Successful	
Deviations (if any)	NIL	
Outcomes	<p>Prompt activation of ERT and DRT</p> <p>Effective communication and task management during the drill</p> <p>Minimal/no impact to critical business processes</p>	
Remarks	The drill successfully tested our preparedness for a network and communication outage. The teams demonstrated effective management and continuity of operations. No impact to critical business operations.	
Compliance	This report and the accompanying evidence are compliant with SOC 2 standards, ensuring that all critical aspects of the drill have been thoroughly documented and analyzed.	
Attach/append drill/testing evidences	See Attached in Appendix	
Drill performed by	ERT	Authorized by
Shekhar Pundir, Aanchal Saini, Neil Dattani, Jitender Chauhan	Senthil Annaswamy	Udaya B Reddy

Appendix A - Evidence

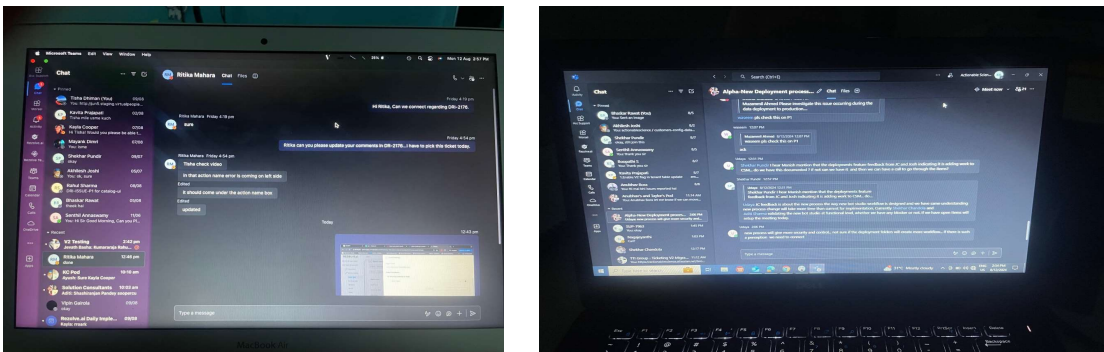
Sample Jira Ticket Screenshots: Documenting task handovers and completion.



Communication Logs: Screenshots of alternative communication channels used during the outage.



Incident Documentation: Logs maintained by the DRT during the outage.



Restoration Verification: Screenshots showing the restoration of communication channels.

