**Service Continuity Exercise Report**

**Project Name**

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# INTRODUCTION

This Business Continuity Exercise has been conducted at **Neurealm- Location Name,** to ensure that the **Project Name** is adequately prepared for handling disruptions to business.

COMPLIANCE STATEMENT

This document is compliant with the requirements of the ISO standards of 22301:2019 and ISO 27001:2022. This document is also compliant to the Neurealm Business Continuity Management System.

|  |  |
| --- | --- |
| Center BCMS Certification Status | Non-Certified |

|  |  |
| --- | --- |
| Center ISMS Certification Status | Certified |

EXERCISE DATES

|  |  |  |
| --- | --- | --- |
| **Exercise Type** | **Exercise Conducted Date** | |
| BCP Walk Through (Scenario) Exercise | |  |
| Call Tree Invocation Exercise | |  |
| BCP Live Invocation | |  |
| Tabletop Exercise | |  |

# ISO 22301 STANDARD - EXERCISE REQUIREMENT

“**8.5 Exercise programme**

The organization shall implement and maintain a programme of exercising and testing to validate over time the effectiveness of its business continuity strategies and solutions.

The organization shall conduct exercises and tests that:

a) are consistent with its business continuity objectives;

b) are based on appropriate scenarios that are well planned with clearly defined aims and objectives;

c) develop teamwork, competence, confidence and knowledge for those who have roles to perform in relation to disruptions;

d) taken together over time, validate its business continuity strategies and solutions;

e) produce formalized post-exercise reports that contain outcomes, recommendations and actions to implement improvements;

f) are reviewed within the context of promoting continual improvement;

g) are performed at planned intervals and when there are significant changes within the organization or the context in which it operates.

The organization shall act on the results of its exercising and testing to implement changes and improvements.

**Exercise Definition:**Process to train for, assess, practice, and improve performance in an organization

**Test Definition:**Unique and particular type of exercise, which incorporates an expectation of a pass or fail element within the aim or objectives of the exercise being planned

# ISO27001 STANDARD- Annex A - Control 5.30 ICT Readiness for Business Continuity

**Addressing INFORMATION SECURITY in business continuity**

In order to avoid dilution of security controls in the case of contingency and since working remotely may cause certain security risks, these should be addressed aiming to protect NEUREALM information assets. For anyone logging into the network from a remote location, whether working permanently from home or logging while traveling, adherence and compliance to the requirements and best practices as below are required:

Refer [My NEUREALM Portal](https://mygavs.gavstech.com/IMS), the source for all NEUREALM policies and standards

[NEUREALM Information Security Policy](https://mygavs.gavstech.com/wp-content/uploads/2020/04/Standard-Practices-Information-Security-Management1.pdf)

[NEUREALM Security Incident Reporting and Management Standard](https://mygavs.gavstech.com/wp-content/uploads/2021/11/Information-Security-Incident-Report-Form.docx)

Additional Information:

[Information Security Awareness](https://learning.gavstech.com/course/view.php?id=312)

Whether working from NEUREALM site or another location/site adherence to the Clear desk and clear screen policy is required.

# BRP WALKTHROUGH (SCENARIO) EXERCISE

Not Conducted

## **DATE OF EXERCISE CONDUCTED**

## **EXERCISE OBJECTIVE**

This exercise is conducted to check the effectiveness of the Service Continuity Plan (SCP) of the engagement. The objective of conducting this exercise is to take a scenario from the SCP and ensure that the recovery / continuity strategies defined for are correct, sufficient, feasible and meets contractual requirements on MTPD, RTO and SLAs as agreed.

## **EXERCISE SCOPE**

<Include the name of projects and center/sites that were part of this exercise>

## **LIST OF PARTICIPANTS**

|  |  |  |  |
| --- | --- | --- | --- |
| S.No | Name | Designation | Exercise Role |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## **ASSUMPTIONS**

|  |  |
| --- | --- |
| S.No | Assumptions |
|  |  |
|  |  |

## **GAPS**

|  |  |
| --- | --- |
| S. No | Gap Description |
|  |  |
|  |  |

## **LESSONS LEARNT**

|  |  |
| --- | --- |
| S. No | Lessons Learnt |
|  |  |
|  |  |

## **ACTION ITEMS**

|  |  |  |  |
| --- | --- | --- | --- |
| S. No | Action Item | Responsibility | Due Date |
|  |  |  |  |
|  |  |  |  |

# CALL TREE INVOCATION EXERCISE

None

# BCP LIVE INVOCATION

None

# TABLE TOP EXERCISE

## **DATE OF EXERCISE CONDUCTED**:

## **EXERCISE OBJECTIVE**

## **EXERCISE SCOPE**

## **LIST OF PARTICIPANTS**

|  |  |  |  |
| --- | --- | --- | --- |
| S.No | Name | Designation | Exercise Role |
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## **EXERCISE SCENARIO**

## **ROLE-PLAY RESPONSES**

|  |  |
| --- | --- |
| Role | Response |
|  |  |
|  |  |
|  |  |

## **ASSUMPTIONS**

|  |  |
| --- | --- |
| S.No | Assumptions |
|  |  |
|  |  |

## **GAPS**

|  |  |
| --- | --- |
| S.No | Gap Description |
|  |  |

## **LESSONS LEARNT**

|  |  |
| --- | --- |
| S.No | Lessons Learnt |
|  |  |
|  |  |

## **ACTION ITEMS**

|  |  |  |  |
| --- | --- | --- | --- |
| S.No | Action Item | Responsibility | Due Date |
|  |  |  |  |
|  |  |  |  |

**Results: 👍**

|  |  |
| --- | --- |
| Critical Services | *Results* |
| RTO |  |
| RPO |  |
| Test Result |  |

# APPENDIX

## **Attendance Records:**

1.

2.

3.

4.

# DOCUMENT CONTROL

Document Revision History

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Prepared by** | **Reviewed by** | **Approved by** |
| **NAME** |  |  |  |
| **DESIGNATION** |  |  |  |
| **DATE** |  |  |  |

Document Template Revision History

| **Ver. No.** | **Ver. Date** | **Prepared By** | **Reviewed By** | **Approved By** | **Affected Section & Summary of Change** |
| --- | --- | --- | --- | --- | --- |
| 1.0 | June 8, 2024 | M.Shalot Leely | Sekar T | Sekar T | Initial Version |
| 2.0 | 22nd May 2025 | Vinayak. J | Shalot Leely | Shalot Leely | Updated to new Branding |
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