



Shiprocket

Disaster Recovery Plan Exercise Results

2025

Ver. History

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Managed Failover Services

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1.Acronyms

Acronym	Term
DR	Disaster Recovery
DRP	Disaster Recovery Plan
RPO	Recovery Point Objective
RTO	Recovery Time Objective
SOC	System and Organization Controls

2. Overview

To verify that the DRP can be executed successfully in an actual DR situation, BPO Convergence Pvt Ltd performs an annual DR test of the DRP processes. The DR test determines the viability to validate operational continuity by simulating a failover from the primary internet link (TTSL – 50 Mbps) to the secondary link (Airtel – 50 Mbps), ensuring seamless connectivity and uninterrupted business processes.

2.1 Objectives

- Confirm and verify the integrity of the data.
- Evaluate the current DRP from start to finish.
- Identify opportunities that improve our planning and recovery from disaster testing.
- Test the failover process and communication plan.
- Intentional shutdown of the primary TTSL link.
- Activation and load-handling of the Airtel backup link.

2.3 Criteria for Success

- DR test team are assembled and engaged to handle and resolve the incident.
- Pre-exercise cross region replication from source to target yields expected results.
- Recovery should be successful, and data verified in the DR region.
- Recovery is within the RPO and RTO targets.
- Validate the existence of DR test transactions in the restored DR region.

An internal report of the DR Test is prepared to summarize the test, the timeline of events and report on each step of the DRP, including the success or failure of any of the DRP stages.

3. Exercise Scope

The scope of this failover test involved the intentional shutdown of the primary internet link (TTSL – 50 Mbps) to simulate a real-time failover scenario. During the test window, all operations were redirected to the secondary link (Airtel – 50 Mbps) to ensure business continuity. The test focused on monitoring the performance of critical applications, network stability, and user accessibility while operating on the backup link. In addition, user feedback was collected to identify any issues related to slowness, connectivity, or application response. All observations, performance metrics, and user experiences were documented to assess the effectiveness of the failover process and identify areas for improvement.

4.RTO and RPO

For this failover test, the RTO was defined as **1 minutes**. This means that in the event of a failure of the primary internet link (TTSL – 50 Mbps), operations should successfully switch over to the secondary link (Airtel – 50 Mbps) within 1 minutes to avoid significant impact on ongoing business processes. Recovery Point Objective (RPO):

As this was a network-level failover and not a data-related recovery scenario, the RPO was **not applicable** in this context. No data was at risk of loss during the failover, and all systems and applications remained in sync throughout the test.

4.1Exercise Planning

Test Artificialities

The Failover Test was meticulously planned to ensure that all necessary resources, protocols, and test parameters were aligned with business continuity objectives. The planning phase focused on simulating a real-world disaster scenario while ensuring minimal impact on day-to-day operations.

1. Test Preparation

- **Scope Definition:** The test scope focused on verifying the organization's ability to switch to the secondary internet link (Airtel 50Mbps) following the failure of the primary link (TTSL 50Mbps). The test did not include system or data recovery but concentrated solely on network failovers.
- **Test Window:** The test was scheduled from 2:00 PM to 4:00 PM to ensure minimal disruption during business hours. Coordination between all stakeholders ensured a seamless execution window.
- **Team Involvement:** The test required cross-departmental coordination, including the Network Engineering Team, IT Infrastructure Team, and Application Support Team, ensuring that all resources were aligned and available.
- **Communication Protocol:** A clear communication channel was set up across teams, with real-time status updates sent to relevant stakeholders during the test.

2. Test Objective Review

- Ensure that the Recovery Time Objective (RTO) of 1 minutes is achievable with minimal service disruption.
- Validate the secondary link's ability to handle operational traffic without significant performance degradation.
- Monitor and record user feedback on the effectiveness of the failover process.
- Identify any technical gaps or areas for improvement in the failover process.

5.DR Activation Exercise Details

Exercise Details	
Name of Exercise	2025 Disaster Recovery Plan Exercise Results
Type of Exercise	Failover Simulation
Test 1 Exercise Start/End Date	16-Apr-25
Colleague DR Activation Duration	120 minutes
Location	Noida
Scenario Type	The test assumed a simulated failure of the primary data connectivity (TTSL link) at 2:00 PM, replicating a real-time outage scenario. Business operations were expected to continue seamlessly over the Airtel backup link, without impact to users or applications.

6.Exercise Results Summary

Further to the internal communication dated [Insert Date], which advised of the scheduled Failover Test on April 16, 2025, please see below a summary of the results of the exercise.

The scenario for this exercise assumed a failure of the primary internet link (TTSL – 50 Mbps) at 2:00 PM, requiring a full operational switchover to the secondary link (Airtel – 50 Mbps) to maintain business continuity and network availability.

The objective was to test the ability to maintain uninterrupted operations by routing all critical business traffic through the backup internet link within the defined Recovery Time Objective (RTO), and to capture any delays, performance issues, or other observations that may impact a real-time failover event.

During the exercise, all critical systems and applications remained accessible. No major issues or degradation in performance were reported. Network monitoring confirmed that all traffic was successfully rerouted through the secondary link within the 15-minute Recovery Time Objective (RTO). As this test did not involve data loss or restoration, the Recovery Point Objective (RPO) was not applicable.

The exercise was carried out with care to avoid any impact on the live environment and focused solely on validating the effectiveness of the failover process and infrastructure.

6.1 Colleague DR Exercise Chronology

Time	Action	Details
12:00 PM – 1:30 PM	Final Review & Team Briefing	Final alignment of roles, objectives, and communication protocols. Confirmed readiness of all teams and resources.
1:30 PM – 1:50 PM	Test Environment Check	Verified primary (TTSL) and secondary (Airtel) links, ensured monitoring tools were active, and test conditions were ready.
1:50 PM – 2:00 PM	Test Confirmation	Final confirmation with all teams, ensuring readiness for the 2:00 PM test start time. Communication channels activated.
2:00 PM	Primary Link (TTSL) Shutdown	Intentional disconnection of TTSL primary link to initiate the failover process.
2:00 PM – 2:10 PM	Secondary Link (Airtel) Activation	Traffic successfully rerouted to the secondary link (Airtel). Monitoring began on performance and system stability.
2:10 PM – 2:12 PM	System and Application Checks	Verified that all core systems remained accessible and operational. No performance issues reported.
2:12 PM – 2:15 PM	User Feedback Collection	Collected initial feedback from users on system responsiveness and accessibility post-failover.
2:15 PM – 2:20 PM	Monitoring & Data Capture	Real-time performance metrics (latency, throughput) collected and analyzed for discrepancies.
2:20 PM – 3:00 PM	Ongoing Monitoring & Validation	Continuous monitoring of the secondary link for any performance degradation. No issues identified.
3:00 PM – 3:30 PM	Post-Test Review & System Restoration	Review of test results, confirmation of systems stability, and successful restoration of primary link (TTSL).
3:30 PM – 4:00 PM	Final Report Compilation & Feedback Session	Gathering team feedback, lessons learned, and the preparation of a final report detailing the test results and next steps.

7. Exercise Results Summary

The **Failover Test** was successfully executed as planned on **April 16th, 2025**, with all test objectives achieved within the defined parameters. Below is a summary of the key results from the exercise:

1. Test Execution

- **Primary Link Failure (TTSL – 50 Mbps):** The primary internet link was intentionally brought down at **2:00 PM** to simulate a failure.
- **Secondary Link Activation (Airtel – 50 Mbps):** Operations were successfully switched to the backup Airtel link, ensuring business continuity.

8.Compliance

Network team must have documented procedures for Disaster Recovery Plan Exercise Results and must be able to produce the document when required for auditing purposes.

Evidence of the Disaster Recovery Plan Exercise Results must be available when required for auditing purposes.

8.1Effective Dates

This Disaster Recovery Plan Exercise Results was approved on April 16, 2025, and shall be effective on December 16, 2025.

9.Confidentiality & Copyright

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