

Documentation of Recovery Time Objectives (RTO) and Prioritization of Critical Functions

(Classification and Handling -Safeguarding Sensitive and Confidential Information)

Version: 1.2

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Document Revision History:

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1	28/6/2022	Gyan Singh	P.Sahoo	Amit Sobti	Reviewed
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Purpose

This document outlines the Recovery Time Objectives (RTO) and prioritization of critical functions for **BPO Convergence Pvt.Ltd.** It serves as a framework for ensuring business continuity and minimizing operational disruptions in case of a disaster, system failure, or cyber incident.

Scope

This document applies to all departments, systems, and processes deemed critical to the organization's operations. It includes IT infrastructure, communication systems, and business functions essential for service delivery and compliance.

Definitions

- **Recovery Time Objective (RTO):** The maximum acceptable time to restore a business process or system after a disruption.

- **Critical Functions:** Essential operations that must be maintained or quickly restored to minimize business impact.

1. Recovery Time Objectives (RTO)

1.1 RTO Categories:

1. **Immediate (0-4 Hours):**

Functions that must be restored within four hours to prevent severe operational, legal, or financial consequences.

- **Examples:**

- Customer support systems (telephony and CRM).
- Call recording systems for regulatory compliance.
- Internet connectivity and email servers.

2. **High Priority (4-12 Hours):**

Functions critical for operational continuity but can tolerate a short delay.

- **Examples:**

- Internal communication tools (e.g., Slack, Teams).
- Secondary IT systems supporting client-facing applications.

3. **Moderate Priority (12-48 Hours):**

Functions that support day-to-day operations but do not directly impact critical deliverables in the short term.

- **Examples:**

- Reporting dashboards.
- Backup data systems not needed for immediate recovery.

4. **Low Priority (48+ Hours):**

non-critical systems and processes that can be restored after ensuring the continuity of higher-priority functions.

- **Examples:**

- Archival systems.
- Non-essential internal workflows.

2. Prioritization of Critical Functions

2.1 Identification of Critical Functions:

1. Customer Interaction Services:

- Primary telephony systems and CRM platforms supporting client communication and ticket resolution.

2. Regulatory Compliance Systems:

- Call recording, data retention systems, and reporting platforms mandated by legal or client requirements.

3. IT Infrastructure:

- Data servers, authentication systems, and network connectivity ensuring operational stability.

2.2 Dependencies:

- Mapping interdependence between functions is crucial to prioritize effectively. For example:
 - CRM relies on internet connectivity and database servers.
 - Reporting tools require access to archival and transactional systems.

2.3 Escalation Paths:

- Define escalation levels for addressing failures:

Level	Name	Contact Number	Email ID
Level 1	Local IT Support	XXXXXXXX	ithelpdesk@bpoconvergence.com
Level 2	Prabhupada Parida	6370071051	prabhupada.parida@bpoconvergence.com
Level 3	Gyan Singh	9958589932	gyan.singh@bpoconvergence.com
Level 4	Prashant Sahoo	9938778888	prashant.sahoo@bpoconvergence.com

4. Implementation and Testing

3.1 Disaster Recovery Plan (DRP):

- Maintain a documented DRP outlining recovery steps for each RTO category.
- Assign roles and responsibilities for executing the recovery plan.

3.2 Testing and Drills:

- Conduct annual disaster recovery drills to test RTO adherence and identify improvement areas.
- Use simulated disruptions to measure response times and update plans accordingly.

3.3 Monitoring and Adjustments:

- Regularly review and update RTOs and function priorities to reflect changes in business needs or infrastructure.
- Implement monitoring tools for early detection of system failures to minimize recovery times.

4. Documentation and Reporting

4.1 RTO Register:

- Maintain an RTO register listing all critical functions, their assigned RTOs, dependencies, and responsible teams.

4.2 Incident Reports:

- Document incidents that trigger recovery processes, including recovery timelines and deviations from the set RTOs.

4.3 Compliance and Review:

- Share documentation with relevant stakeholders, including clients and auditors, to demonstrate compliance with RTO commitments.