

SELCOM PAYTECH LTD

BUSINESS CONTINUITY PLAN





DOCUMENT CHANGE CONTROL

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Section I: INTRODUCTION

A. How to Use This Plan

In the event of a disaster which interferes with SELCOM's ability to conduct business from one of its offices, this plan is to be used by the responsible individuals to coordinate the business recovery of their respective areas and/or departments. The plan is designed to contain or provide reference to all the information that might be needed at the time of a business recovery.

Acronyms:

(EOC) Emergency Operations
Center(CMT) Crisis Management
Team (DAT) Damage
Assessment Team
{LTT} Logistics and Transport
Team(BCP) Business
Continuity Plan
(IT) Information Technology

Section I,

Introduction contains general statements about the organization of the plan. It also establishes responsibilities for the testing (exercising), training, and maintenance activities that are necessary to guarantee the ongoing viability of the plan.

Section II,

Business Continuity Strategy describes the strategy that the Department will control/implement to maintain business continuity in the event of a facility disruption. These decisions determine the content of the action plans, and if they change at any time, the plans should be changed accordingly.

Section III,

Recovery Teams, lists the Recovery Team functions, those individuals who are assigned specific responsibilities, and procedures on how each of the team members is to be notified.

Section IV,


Team Procedures determines what activities and tasks are to be taken, in what order, and by whom to affect the recovery.

Section V,

Appendices contains all the other information needed to carry out the plan. Other sections refer the reader to one or more Appendices to locate the information needed to carry out the Team Procedures steps.

B. Objectives

The objective of the Business Continuity Plan is to coordinate recovery of critical business functions in managing and supporting the business recovery in the event of a facilities (office building) disruption or disaster. This can include short or long-term disasters or other disruptions, such as fires, floods, earthquakes, explosions, terrorism, tornadoes, extended power interruptions, hazardous chemical spills, and other natural or man-made disasters.



A disaster is defined as any event that renders a business facility inoperable or unusable so that it interferes with the organization's ability to deliver essential business services.

The priorities in a disaster situation are to:

1. Ensure the safety of employees and visitors in the office buildings. (Responsibility of the ERT)
2. Mitigate threats or limit the damage that threats can cause. (Responsibility of the ERT)
3. Have advanced preparations to ensure that critical business functions can continue.
4. Have documented plans and procedures to ensure the quick, effective execution of recovery strategies for critical business functions.

The Business Continuity Plan includes procedures for all phases of recovery as defined in the Business Continuity Strategy section of this document.

C. Scope

The Business Continuity Plan is limited in scope to recovery and business continuance from a serious disruption in activities due to non-availability of Selcom facilities. The Business Continuity Plan includes procedures for all phases of recovery as defined in the Business Continuity Strategy of this document. This plan is separate from SELCOM's Disaster Recovery Plan, which focuses on the recovery of technology facilities and platforms, such as critical applications, databases, servers or other required technology infrastructure (see Assumption #1 below). Unless otherwise modified, this plan does not address temporary interruptions of duration less than the time frames determined to be critical to business operations.

The scope of this plan is focused on localized disasters such as fires, floods, and other localized natural or man-made disasters. This plan is not intended to cover major regional or national disasters such as regional earthquakes, war, or nuclear holocaust. However, it can provide some guidance in the event of such a large-scale disaster.

D. Assumptions

The viability of this Business Continuity Plan is based on the following assumptions:

1. That a viable IT Disaster Recovery Plan exists and will be put into operation to restore datacenter service at a backup site within one to three days.
2. That the Organization's facilities management department has identified available space for relocation of departments which can be occupied and used normally within two to five days of a facilities emergency.
3. That this plan has been properly maintained and updated as required.
4. That each department has their own Business Continuity Plan.
5. The functions and roles referenced in this plan do not have to previously exist within an organization; they can be assigned to one or more individuals as new responsibilities or delegated to an external third party if funding for such services can be arranged and allocated.

E. Changes to the Plan/Maintenance Responsibilities

Maintenance of the Business Continuity Plan is the joint responsibility of the management that provide Facilities Management Department, and the BCPM

Business and Operations management is responsible for:

1. Periodically reviewing the adequacy and appropriateness of its Business Continuity strategy.
2. Assessing the impact on the Business Continuity Plan of additions or changes to existing business functions, procedures, equipment, and facilities requirements.
3. Keeping recovery team personnel assignments current, considering promotions, transfers, and terminations.
4. Communicating all plan changes to the Business Continuity Coordinator so that the organization's IT master Disaster Recovery Plan can be updated.

Facilities Management Department management is responsible for:

1. Maintaining and/or monitoring offsite office space enough for critical functions and to meet the facility recovery time frames.
2. Communicating changes in the "Organization IT Disaster Recovery Plan" plan that would affect groups/departments to those groups/departments in a timely manner, so they can make any necessary changes in their plan.
3. Communicating all plan changes to the Business Continuity Coordinator so that the master plan can be updated.

The BCPM is responsible for:

1. Keeping the organization's IT Recovery Plan updated with changes made to Information and Technology facilities plans.
2. Coordinating changes among plans and communicating to Upper management when other changes require them to update their plans.

F. Plan Testing Procedures and Responsibilities

Management is responsible for ensuring the workability of their Business Continuity Plan. This should be periodically verified by active or passive testing.

G. Plan Training Procedures and Responsibilities

Management is responsible for ensuring that the personnel who would carry out the Business Continuity Plan are sufficiently aware of the plan's details. This may be accomplished in many ways including; training, practice exercises, participation in tests, and awareness programs conducted by the BCPM



H. Plan Distribution List

The Business Continuity Plan will be distributed to the following person. During a disaster the following people will be responsible.

Plan ID No	Location	Person Responsible
BCP V1.1	Selcom Head office	NAVO MSHANA
BCP V1.1	DR SITE	ROSARIO ARUN
BCP V1.1	HOME: CEO	SAMEER HIRJI
BCP V1.1	HOME: IT COMPLIANCE	MOHAMMEDJAWAAD KASSAM
BCP V1.1	HOME: CHIEF TECHNICAL OFFICER	ROSARIO ARUN
BCP V1.1	HOME: CHIEF OPERATIONS OFFICER	SARAH MOHAMED

Section II: Business Continuity Strategy

A. Introduction

This section of the Business Continuity Plan describes the strategy devised to maintain business continuity in the event of a facilities disruption. This strategy would be invoked should Selcom's primary facility somehow be damaged or inaccessible.

B. Business Function Recovery Priorities

The strategy is to recover critical business functions at the alternate site location. This can be possible if an offsite strategy has been put into effect by Office Services and Disaster Recovery/IT Teams to provide the recovery service. Information Systems will recover IT functions based on the critical departmental business functions and defined strategies.

Business Functions by Location are listed in Appendix B (Recovery Priorities for Critical Business Functions). "Time Critical Business Functions," i.e., those of which are of the most critical for immediate recovery at the secondary location are:

Reference: Appendix B – Recovery Priorities for Critical Business Functions

C. Relocation Strategy and Alternate Business Site

In the event of a disaster or disruption to the office facilities, the strategy is to recover operations by relocating to an alternate business site. The short-term strategies (for disruptions lasting two weeks or less), which have been selected, include:

Primary Location	Alternate Business Site
SELCOM	SAFASHA PLAZA
8 TH FLOOR UHURU HEIGHTS	
Bibi Titi Mohammed Road, Dar es Salaam, Tanzania.	PUGU ROAD
P. O. Box 20656	P. O. Box 20656
Tel: +255 22 215 3563 Mob: +255 78 619 0901	Dar es salaam Tanzania
Email: info@selcom.net	

For all locations, if a long-term disruption occurs (i.e. major building destruction, etc.); the above strategies will be used in the short-term (less than two weeks). The long-term strategies will be to acquire/lease and equip new office space in another building in the same metropolitan area.

D. Recovery Plan Phases: Refer TO Disaster Recovery Plan

The activities necessary to recover from a SELCOM LTD'S facilities disaster or disruption will be divided into four phases. These phases will follow each other sequentially in time.

E. Vital Records Backup

All vital records for all departments that would be affected by a facilities disruption are maintained and controlled by either Disaster Recovery/IT. Some of these files are periodically backed up and stored at an offsite location as part of normal operations.

When any department requires on-site file rooms, scanning, and organization offsite storage locations, best practices advise using one near-by Records Warehouse and another secure site for vital records and data back-up. All vital documents are typically located in files within the office complex and the most current back-up copies are in a secure off-site storage facility.

F. Restoration of Hardcopy Files, Forms, and Supplies

In the event of a facilities disruption, critical records located in the department may be destroyed or inaccessible. In this case, the last backup of critical records in the secure warehouse would be transported to the secondary facility. The amount of critical records, which would have to be reconstructed, will depend on when the last shipment of critical records to the offsite storage location occurred.

Management will arrange the frequency of rotation of critical records to the offsite storage site. The following categories of information can be exposed to loss:

1. Any files stored on-site in file cabinets and control file rooms.
2. Information stored on local PC hard drives.
3. Any work in progress.
4. Received, opened and un-opened mail.
5. Documents in offices, work cubes and files.
6. Off-site records stored in the Records Warehouse (if this is not a secure, hardened facility).

G. On-line Access to SELCOM LTD'S Computer Systems

In the event of a facilities disruption, the IT Disaster Recovery Plan strategy should be to assist in re-establishing connectivity to the SELCOM LTD'S departments and to establish remote communications to any alternate business site location. If the data center is affected by a disaster or disruption, the IT Disaster Recovery Plan should include recovering processing at a pre-determined alternate site. Services covered would include; phones, cellular phones, communications, and all other services required for restoring limited emergency service to the organization.

In this case, data communications will be rerouted from the data processing hot or cold site to the respective alternate business site locations.



H. Mail and Report Distribution

During the time that department operations are run from the secondary facilities, output reports and forms will have to be delivered to that location. The data center may or may not have the same print capability if the disruption affected the data center as well, so it may be necessary to prioritize printing of output.

The EOC Administration Team in conjunction with designated delivery/courier services will distribute mail to all SELCOM LTD'S alternate business sites. Due to the possibility of multiple alternate business sites and the additional travel time required for mail service activities, the number of mail pickups and deliveries could possibly be decreased from the normal daily routine to once daily. Mail pickup and delivery schedules, including overnight mail, will be established and communicated to each alternate business site. Overnight mail/package delivery carriers should be contacted directly by a business function for items requiring pickup after the last scheduled pickup by the EOC Administration Team. All overnight mail service vendors will be notified by the EOC Administration Team of appropriate alternate office addresses to redirect deliverables to SELCOM LTD'S personnel or provide for pick up at the post office by a Team member.



Section III: Recovery Teams

A. Purpose and Objective

This section of the plan identifies who will participate in the recovery process for the Business Continuity Plan. The participants are organized into one or more teams. Each team has a designated team leader and an alternate for that person. Other team members are assigned either to specific responsibilities or as team members to carry out tasks as needed.

The information in this section is organized into several subsections.

B. Recovery Team Descriptions

This section lists the team definitions for the Team and gives a short explanation of the function of each team or function.

BCPM: The Role of BCPM is to take ownership of the BCP during disaster and coordinate the implementation of BCP Plan.

CMT: CRISIS MANAGEMENT TEAM

The Team Role is to provide centralized management during the crisis. It is intended to provide more managed solution during the disaster and allow the company systems and management is in track

LTT: LOGISTIC AND TRANSPORTATION TEAM

The Team is responsible for managing logistics and transport facilities to DR Site as per company policy. And allow acquisition of equipment's needed for recovery and mobilizing staff and resources to off-site location

DAT: DAMAGE ASSESSMENT TEAM:

The team is more responsible to assess damages occurred during the disaster and how fast that can be recovered during the process and provide with critical feedback to the management.

C. Recovery Team Assignments

This section identifies the team roles and the specific responsibilities that have been assigned to the team.

Role/Team	Description of Responsibilities
BCPM	Monitor and document all incidents
	Review BCP for accuracy and completeness
	Inform management in case of major changes or warnings
	Working closely with CMT and coordinates recoveries

Name	Position	Contact No	Assistant	Contact No.
Mohammedjawaad Kassam	IT Compliance Manager	0784 238772	Abdulkarim Feiswal	0658410547

✓Role/Team	Description of Responsibilities
CMT	Manage and Plan execution phase
	Initiate and Notify of disasters
	Assess problems and escalation measures
	Provide on-going support and coordination

Name	Position	Contact No	Assistant	Contact NO
Rosario Arun George	Chief Technical Officer	0682852526	Mohammedjawaad Kassam	0784238772
Sameer Hirji	Chief Executive Officer	0786455554	Sarah Mohamed	0748219997

Role/Team	Description of Responsibilities
DAT	Assess the current situation
	Coordinate with other teams and provide feedback with timelines and reports
	Coordinate with 3 rd Party vendors for support
	Provide on-going support and coordination

Name	Position	Contact No	Assistant	Contact NO
Mohammedjawaad Kassam	IT Compliance Officer	0784238772	Abdulkarim Feiswal	0658410547
		0784206018	Allan Lyimo	0754788688
Navo Mshana	HR/Administrative Manager	0754881079	Sarah Bundala	0678306213

Role/Team	Description of Responsibilities
LTT	Expedite the resources in terms of Equipment's and Staff
	Coordinate with all sites during the disaster
	Travel arrangements
	Ensure adequate supplies of resources

Name	Position	Contact No	Assistant	Contact NO
Navo Mshana	HR/Administrative Manager	0754881079	Sarah Bundala	0678306213
Sarah Mohamed	Chief Operating Officer	0759617814	Viola Urasa	0743951550

E. Personnel Notification

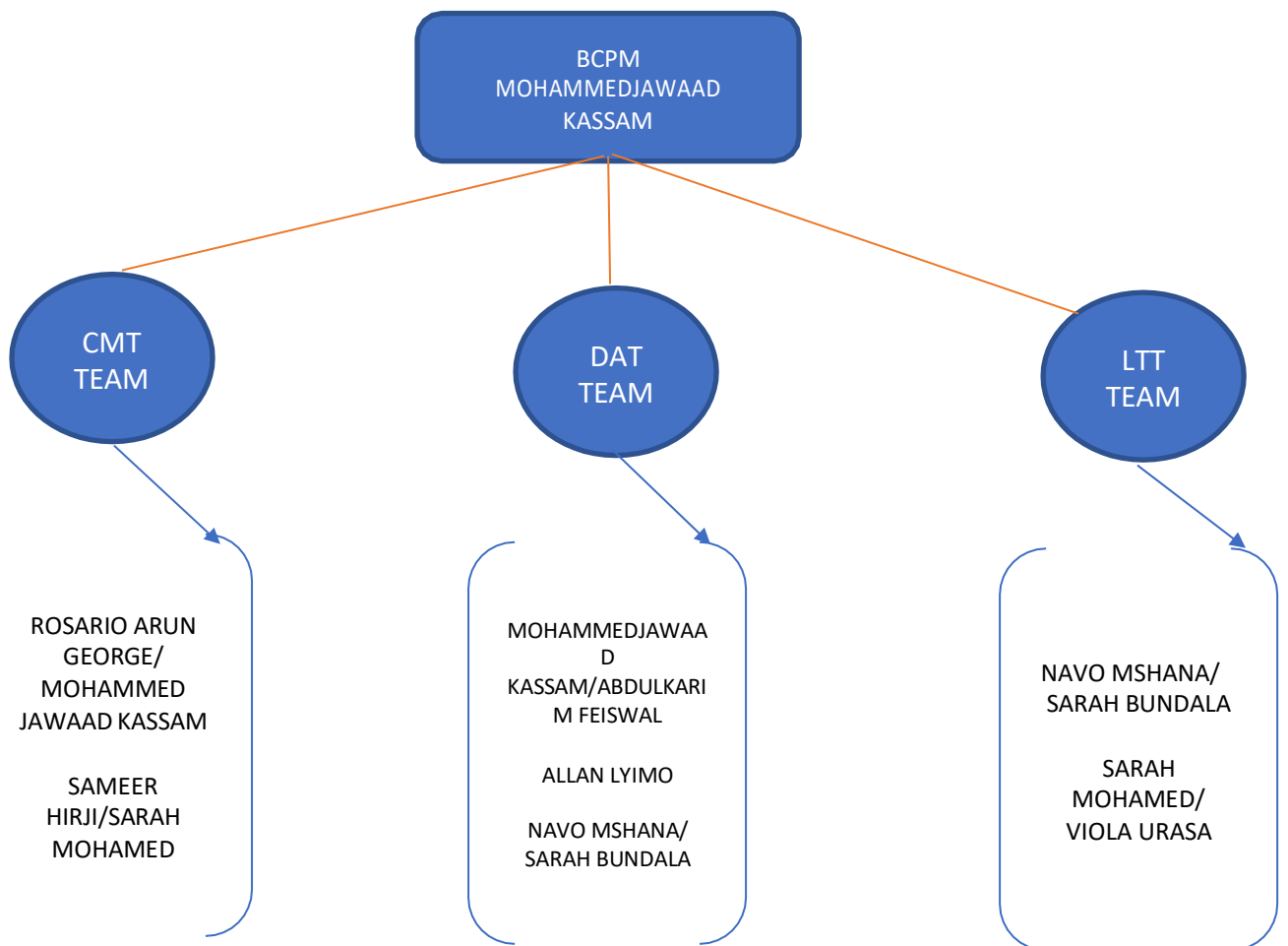
BCPM will inform CMT Team and further communicate with LTT Team and the team will inform the staff about the situation.


F. Team Contacts

This section identifies other people or organizations outside of the team who might need to be contacted during the recovery process. Their names and telephone numbers are provided.

Reference: [Appendix A – Employee Telephone Lists](#)

G. Team Responsibilities





Business Continuity Coordinator –

In the event of a disaster, the Business Continuity Coordinator is responsible for ensuring that the following activities are successfully completed:

- Works with the SELCOM'S Crisis Management Team to officially declare a disaster and start the Disaster Recovery/Business Continuation process to recover SELCOM LTD'S's business functions at an alternate site.
- Alert SELCOM's Senior Management that a disaster has been declared.
- Assist in the development of an official public statement concerning the disaster. The SELCOM's EOC Communications Team Leader is the only individual authorized to make public statements about organization affairs.
- Monitor the progress of all Business Continuity and Disaster Recovery teams daily.
- Present Business Continuity Plan recovery status reports to Senior Management daily.
- Interface with appropriate work management personnel throughout the recovery process.
- Communicate directions received from SELCOM's Senior Management to the EOC and Departmental Business Continuity Team Leaders.
- Provide on-going support and guidance to the Business Continuity teams and personnel.
- Review staff availability and recommend alternate assignments, if necessary.
- Work with SELCOM's Senior Management to authorize the use of the alternate recovery site selected for re-deploying critical SELCOM'S resources.
- Review and report critical processing schedules and backlog work progress, daily.
- Ensure that a record of all Business Continuity and Disaster Recovery activity and expenses incurred by SELCOM'S is being maintained.



EOC Communications Team –

This team is responsible for providing information regarding the disaster and recovery efforts to:

- SELCOM'S and organization offices Senior Management
- Customers
- Vendors/Contracts
- Media
- Regulatory Agencies
- Other Stakeholders
- Coordinating, submitting, and tracking all claims for insurance.

EOC Human Resources

Team –This team is

responsible for:

- Providing information regarding the disaster and recovery efforts to employees and families.
- Assisting in arranging cash advances if out of area travel is required.
- Notifying employee's emergency contact of employee injury or fatality.
- Ensuring the processing of all life, health, and accident insurance claims as required.
- Coordinates temporary organization employee requests.

EOC Administration

Team –This team is

responsible for:

- Ensuring the recovery/restoration personnel has assistance with clerical tasks, errands, and other administrative activities.
- Arranging for the availability of necessary office support services and equipment.
- Providing a channel for authorization of expenditures for all recovery personnel.
- Arranging travel for employees.
- Tracking all costs related to the recovery and restoration effort.
- Identifying and documenting when repairs can begin and obtaining cost estimates.
- Determining where forms and supplies should be delivered, based on damage to the normal storage areas for the materials.
- Contacting vendors to schedule specific start dates for the repairs.
- Taking appropriate actions to safeguard equipment from further damage or deterioration.
- Coordinating the removal, shipment, and safe storage of all furniture, documentation, supplies, and other materials as necessary.
- Supervise all salvage and cleanup activities.

- Coordinating required departmental relocations to the recovery sites.
- Coordinating relocation to the permanent site after repairs are made
- Assuring that arrangements are made for meals and temporary housing facilities, when required, for all recovery personnel.
- Assuring order placement for consumable materials (forms, supplies, etc.) for processing based upon input from the other teams.
- Notifying the Postal Service of delivery disruption.
- Establishing internal mail delivery procedures and process.
- Assuring that mail, and reports are redirected to the proper location as

required. Emergency Response Team –

This team is responsible for:

- The safety of all employees.
- Inspecting the physical structure and identifying areas that may have sustained damage.
- Expanding on and/or revising the findings of the Preliminary Damage Assessment.
- Providing management with damage assessment reports and recommendations.

Information Technology Recovery Team (See also Disaster Recovery

Plan) – This team is responsible for:

- Activating the IT Technology Recovery Plan (See also Disaster Recovery Plan).
- Managing the IT disaster response and recovery procedures.
- Mobilizing and managing IT resources.
- Coordinating all communications related activities, as required, with telephone & data communications, PC, LAN support personnel, and other IT related vendors.
- Assisting, as required, in the acquisition and installation of equipment at the recovery site.
- Ensuring that cellular telephones, and other special-order equipment and supplies are delivered to teams as requested.
- Participating in testing equipment and facilities.
- Participating in the transfer of operations from the alternate site as required.
- Coordinating telephone setup at the EOC and recovery site.
- Coordinating and performing restoration or replacement of all desktop PCs, LANs, telephones, and telecommunications access at the damaged site.
- Coordinating Disaster Recovery/IT efforts between different departments in the same or remote locations.
- Training Disaster Recovery/IT Team Members.
- Keeping Senior Management and the EOC Business Continuity Coordinator apprised of recovery status.



Section IV: Recovery Procedures

A. Purpose and Objective

This section of the plan describes the specific activities and tasks that are to be carried out in the recovery process for the company. Given the Business Continuity Strategy outlined in Section II, this section transforms those strategies into a very specific set of action activities and tasks according to recovery phase.

The Recovery Procedures are organized in the following order: recovery phase, activity within the phase, and task within the activity.

The recovery phases are described in Section II.D of the Plan. In the Recovery Procedures document, the phases are listed in the order in which they will occur. The description for each recovery phase begins on a new page.

Each activity is assigned to one of the recovery teams. Each activity has a designated team member who has the primary assignment to complete the activity. Most activities also have an alternate team member assigned. The activities will only generally be performed in this sequence.

The finest level of detail in the Recovery Procedures is the task. All plan activities are completed by performing one or more tasks. The tasks are numbered sequentially within each activity, and this is generally the order in which they would be performed.



B. Recovery Activities and Tasks

PHASE I: Disaster Occurrence

ACTIVITY: Emergency Response and Emergency Operations Center Designation

ACTIVITY IS PERFORMED AT LOCATION: Main Office or Emergency Operations Center

ACTIVITY IS THE RESPONSIBILITY OF THIS TEAM: All Employees

TASKS:

1. After a disaster occurs, quickly assess the situation to determine whether to immediately evacuate the building or not, depending upon the nature of the disaster, the extent of damage, and the potential for additional danger.

Note: If the main office is total loss, not accessible or suitable for occupancy, the remaining activities can be performed from the Emergency Operations Center (EOC), after ensuring that all remaining tasks in each activity have been addressed. This applies to all activities where the Main Office is the location impacted by the disaster. The location(s) of the EOC are designated in Appendix D - Emergency Operations Center (EOC) Locations. The EOC may be temporarily setup at any one of several optional locations, depending on the situation and accessibility of each one. Once the Alternate site is ready for occupancy the EOC can be moved to that location.

2. Quickly assess whether any personnel in your surrounding area are injured and need medical attention. If you can assist them without causing further injury to them or without putting yourself in further danger, then provide what assistance you can and call for help. If further danger is imminent, then immediately evacuate the building.
3. If appropriate, evacuate the building in accordance with your building's emergency evacuation procedures. Use the nearest stairwells. Do not use elevators.
4. Assemble in the parking area of the 2nd floor of the building by following the emergency signs. Do not wander around or leave the area until instructed to do so.
5. Check in with your department manager for roll call. This is important to ensure that all employees are accounted for.



ACTIVITY: Notification of Management

ACTIVITY IS PERFORMED AT LOCATION: At Any Available

PhoneACTIVITY IS THE RESPONSIBILITY OF: Compliance
Team


PRIMARY: Sameer Hirji

ALTERNATE: Rosario

Arun

TASKS:

1. Team leader informs the members of the management team and notifies the senior management if they have not been informed.
2. personnel are notified of the disaster by following procedures as included in Section III. D. -Recovery Personnel Notification.
3. Depending upon the time of the disaster, personnel are instructed what to do (i.e. stay at home and wait to be notified again, etc.)



ACTIVITY: Preliminary Damage Assessment
ACTIVITY IS PERFORMED AT LOCATION: Main Office
Location ACTIVITY IS THE RESPONSIBILITY OF: DAT
Management Team

TASKS:

1. Contact the Organization Emergency Response Team Leader to determine responsibilities and tasks to be performed by the CMT Team or employees.
2. If the Organization Emergency Response Team requests assistance in performing the Preliminary Damage Assessment, caution all personnel to avoid safety risks as follows:
 - Enter only those areas the authorities give permission to enter.
 - Ensure that all electrical power supplies are cut to any area or equipment that could pose a threat to personal safety.
 - Ensure that under no circumstances is power to be restored to computer equipment until the comprehensive damage assessment has been conducted, reviewed, and authority to restore power has been expressly given by the Crisis Management Team.
3. Inform all team members that no alteration of facilities or equipment can take place until the Risk Management representatives have made a thorough assessment of the damage and given their written agreement that repairs may begin.
4. Instruct the Organization Emergency Response Team Leader to deliver the preliminary damage assessment status report immediately upon completion.
5. Facilitate retrieval of items (contents of file cabinets -- petty cash box, security codes, network backup tapes, control books, etc.) needed to conduct the preliminary damage assessment.
6. Ensure that administrative support is available, as required.
7. Arrange a meeting with the Crisis Management Team and Management Teams from other GROUPS/DEPARTMENTS in your facility (location) to review the disaster declaration recommendation that results from the preliminary damage assessment and to determine the course of action to be taken. With this group, determine the strategy to recommend to Senior Management (the Crisis Management Team Leader will be responsible for communicating this to Senior Management).



ACTIVITY: Declaration of a Disaster

ACTIVITY IS PERFORMED AT LOCATION: Main Office Location or Alternate

SiteACTIVITY IS THE RESPONSIBILITY OF: CMT Team

TASKS:

1. Actual declaration of a disaster is to be made by the Crisis Management Team, after consulting with senior management. The Management Team should wait for notification from the Crisis Management Team that a disaster has been declared.
2. The person contacted verifies that the caller is authorized to do the notification.
3. The person contacted notifies the Senior Management, if they have not yet been contacted.
4. In the event the Crisis Management Team cannot be assembled or reached, the Team Leaders from each Management Team at the location should assemble, gather appropriate information, consult with senior management, and make the decision whether to declare the disaster.
5. Because of the significance, disruption, and cost of declaring a disaster, appropriate facts should be gathered and considered before making the decision to declare a disaster.
6. Groups/department personnel or the respective Management Teams should not unilaterally decideto declare a disaster. This is the responsibility of the CMT, save for provision 4 above.



PHASE II: Plan Activation

ACTIVITY: Notification and Assembly of Recovery Teams and Employees

ACTIVITY IS PERFORMED AT LOCATION: Alternate Site/Emergency Operations

CenterACTIVITY IS THE RESPONSIBILITY OF: LTT Management Team

TASKS:

1. The team leader calls each member of the management team, instructs them of what time frame to assemble at the Emergency Operations Center (to be decided at the time), and to bring their copies of the Plan. The location(s) of the EOC are designated in Appendix D - Emergency Operations Center (EOC) Locations. The EOC may be temporarily setup at any one of several optional locations, depending on the situation and accessibility of each one. Once the Alternate site is ready for occupancy the EOC can move to that location, if preferred.
2. Review the recovery strategy and action plan with the assembled team.
3. If necessary, adjust the management team assignments based on which members are available.
4. The Management Team contacts critical employees (all department heads) and informs them to assemble at the alternate site. Non-critical employees should be instructed to stay at home, doing what work is possible from home, until notified otherwise.
5. In the event of a disaster that affects telecommunications service regionally, the Management Team should instruct critical employees to proceed to the alternate site even if they have not been contacted directly. Delays in waiting for direct communications can have a negative impact on SELCOM LTD'S's ability to recover vital services.




ACTIVITY: Relocation to Alternate Site

ACTIVITY IS PERFORMED AT LOCATION: Alternate Site

ACTIVITY IS THE RESPONSIBILITY OF: All Critical Personnel

TASKS:


1. When instructed by the LTT Management Team, decide to commute or travel to the alternate site. Reference item #5 under Notification and Assembly Procedures for exception to this step.
2. The Management Team needs to consult with the Crisis Management Team and the Organization Emergency Response Team to determine if access can be gained to the primary (damaged) site to retrieve vital records and other materials. The Organization Emergency Response Team will only allow access to the primary site if the authorities grant access. This will be dependent upon the nature of the disaster and the extent of damage.
3. If allowed access to the primary site to retrieve vital records and other materials, perform some pre-planning to determine what is most important to retrieve. This may be necessary since the time you may be allowed access to the primary site may be minimal.
4. Depending on the amount of vital records and other materials you can retrieve from the primary site, decide to transport this material to the alternate site. If the material is not too great, this could be accomplished by giving to employees to carry along with them. If the material is a large amount, then decide for transport services and/or overnight courier services.
5. Management and critical employees travel to alternate site.



ACTIVITY: Implementation of Interim Procedures
ACTIVITY IS PERFORMED AT LOCATION: Alternate
Site
ACTIVITY IS THE RESPONSIBILITY OF: LTT Management Team

TASKS:

1. After arrival at the alternate site, map out locations that can be used for workspace. This should include unused offices and cubicles, conference rooms, training rooms, lunch/break areas, and open space in hallways or in other areas.
2. Obtain additional tables and chairs, either from the office or from outside rental agencies to provide additional workspace. Place in any available open areas but be cautious of not blocking exits for fire evacuation purposes.
3. Determine flexible working schedules for staff to ensure that client and business needs are met, but also to enable effective use of space. This may require that some employee's work staggered shifts or may need to work evening or night shifts.
4. Gather vital records and other materials that were retrieved from the primary site and determine appropriate storage locations, keeping in mind effectiveness of workgroups.
5. Determine which vital records, forms, and supplies are missing. Obtain from off-site storage location or from other sources, as needed, per Appendices E & F.
6. Develop prioritized work activities, especially if all staff members are not available.




ACTIVITY: Establishment of Telephone
Communications ACTIVITY IS PERFORMED AT
LOCATION: Alternate Site ACTIVITY IS THE
RESPONSIBILITY OF: IT Support officer

TASKS:

1. Contact the Organization Disaster Recovery/IT Team to determine what activities they are taking to reroute telephone communications to the alternate site. Do not directly contact the telephone company - this will be handled by the Organization Disaster Recovery/IT Team.
2. If your alternate site is at another SELCOM office, prepare a list of phone extensions which your staff will be temporarily using and provide this list to the alternate site switchboard attendant.
3. If your primary office phones will not be switched to the alternate site, let the Organization Disaster Recovery/IT Team know that the phones need to be transferred to the phone numbers you will be using at the alternate site.
4. Coordinate with the Organization Communications Team regarding contacting customers to notify them of the disaster situation, how SELCOM LTD'S is responding, and how you can be reached. Do not contact customers until the Organization Communications Team has given you directions.

Organization Communications will provide you with scripts and guidance on how to discuss the disaster with customers to provide assurance that their confidence in SELCOM LTD'S will be maintained.



ACTIVITY: Restoring Data Processing and Data Comm. with Primary or Sec. Backup Data Center
ACTIVITY IS PERFORMED AT LOCATION: Alternate Site
ACTIVITY IS THE RESPONSIBILITY OF THIS TEAM: IT Support officer

TASKS:

1. Contact the Organization Disaster Recovery/IT Team to determine when the data center is to be recovered, if affected by the disaster. Also, discuss when data communications will be established between the primary or secondary backup data center and your alternate site.
2. If your alternate site is another SELCOM'S office, determine if that site has access to the computer systems that it uses. If so, work with local office management to determine how workstations can be shared between personnel from their groups/departments. This may involve using flexible hours or multiple shifts for your personnel.
3. Discuss with the Organization Disaster Recovery/IT Team when and how replacement PC's and/or terminals will be provided to you at the alternate site and when they will be connected.
4. Discuss with the Organization Disaster Recovery/IT Team when the files from your normal PC/LAN servers and applications will be restored and how you can access those files. Also, work with other SELCOM'S management at your alternate site to discuss using their LAN servers.
5. Discuss with the Organization Disaster Recovery/IT Team your normal application report distributions, such as when you can expect to receive standard computer reports and how they will be distributed to your alternate site.
6. Communicate the IT recovery status to all personnel who regularly use the systems.



PHASE III: Alternate Site Operations


ACTIVITY: Alternate Site Processing Procedures

ACTIVITY IS PERFORMED AT LOCATION: Alternate Site

ACTIVITY IS THE RESPONSIBILITY OF: Alternate Site Operations Team

TASKS:

1. Communicate with customers regarding the disaster and re-solicit phone contacts (in conjunction with the Organization Communications Team)
2. Acquire needed vital documents
3. Access missing documents and files and reconstruct, if necessary
4. Set up operation




ACTIVITY: Manage work backlog reduction.

ACTIVITY IS PERFORMED AT LOCATION: Alternate Site

ACTIVITY IS THE RESPONSIBILITY OF: Alternate Site Operations Team

TASKS:

1. Determine priorities for work backlogs to ensure the most important backlogged tasks are resolved first.
2. Set an overtime schedule, if required, based on staff and system availability.
3. Set backlog priorities, establish a report if necessary, and communicate this to the department supervisor.
4. Report the backlog status to management on a regular basis.
5. If backlogs appear to be very large or will take a significant time to recover, determine if temporaries could be used for certain tasks to help eliminate the backlogs. If justified, arrange for temporaries to come in.



PHASE IV: Transition to Primary Operations


ACTIVITY: Changing Telephone and Data Communications Back to Primary

SiteACTIVITY IS PERFORMED AT LOCATION: Alternate Site

ACTIVITY IS THE RESPONSIBILITY OF: IT Support officer

TASKS:

1. Coordinate with the Organization Disaster Recovery/IT Team to determine when relocating back to the primary site. Verify that they have a schedule to ensure that telephone and data communications are rerouted accordingly.
2. Discuss when and how PC's, terminals, and printers, if brought into the alternate site, will be de- installed, moved back to the primary site and re-installed.



ACTIVITY: Terminating Alternate Site Procedures
ACTIVITY IS PERFORMED AT LOCATION: Alternate Site and Primary Site
ACTIVITY IS THE RESPONSIBILITY OF: LTT Team

TASKS:

1. Determine which alternate site operating procedures will be suspended or discontinued and when.
2. Communicate the changes in procedures to all affected staff.
3. Determine if additional procedures are needed upon return to the primary site, such as to continue resolving work backlogs.

ACTIVITY: Relocating Personnel, Records, and Equipment Back to Primary (Original) Site
ACTIVITY IS PERFORMED AT LOCATION: Alternate Site and Primary Site
ACTIVITY IS THE RESPONSIBILITY OF: LTT Management Team

TASKS:

1. In conjunction with the Crisis Management Team and the Organization Emergency Response Team, determine when will be scheduled for relocating back to the primary site.
2. Communicate this schedule to all department heads.
3. Inventory vital records, equipment, supplies, and other materials, which need to be transported from the alternate site to the primary site.
4. Pack, box, and identify all materials to be transported back to the primary site.
5. In conjunction with the Organization Administration Team, make arrangement for a moving company or courier service to transport the boxes back to the primary site.

Section V: Appendices

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[Appendix B - Recovery Priorities for Critical Business](#)

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[\(EOC\) Locations](#) [Appendix D - Vital Records](#)

[Appendix E - Forms and](#)

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[Software Resources](#)

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[Appendix P - Guides to Technical Recovery Procedure](#)

Appendix B - Recovery Priorities for Critical Business Functions

Department	Maximum Allowable Downtime			
	➤ 1-Day	2-3 days	4-5 Days	> 1 weeks
Sales	X			
Business Development and Marketing		X		
Finance/Administration		X		
Information Technology and Development	X			
Business Operations	X			
Customer Care and Support		X		

Appendix C - Emergency Operations Center (EOC)
Locations

Disaster Affecting Which Area/Building

EOC Location: **SELCOM GAMING PLC Secondary Office**

Alternate Sites

Critical Function	Alternate Site
IT Department Connectivity	Safasha Plaza
Business Operations	Safasha Plaza
Selcom Pay and Agents Connectivity	Safasha Plaza
Banks Integration	Safasha Plaza

Note; Direction to alternate sites are provided in appendix K. The Address is provided below

SAFASHA

PLAZAPUGU

ROAD

P.O.BOX 20656, DAR ES SALAAM, TANZANIA.

Appendix D - Vital Records

Description	Primary Location of Records	Alternate (Backup) Location of Records	Other Sources to Obtain Records
Legal Files	Department File Cabinets	Scanned Images of pleadings on Network drive	Outside Counsel/Courts
SLA and Contracts	Department File Cabinets	Scanned Documents	Scanned images on Network drive
System Backup	Backup Device	Log Backup	Network Drive
Tender Document	Department File Cabinets	Scanned Images of pleadings on Network drive	Scanned images on Network drive
Branding/Promotion items	Main office Storage	None	None
Staff records/Admin records	Department File Cabinets	Scanned Images of pleadings on Network drive	Scanned images on Network drive
Correspondences (letters and Notice)	Department File Cabinets	Scanned Images of pleadings on Network drive	Scanned images on Network drive
Policy and Procedure Documents	Department File Cabinets	Scanned Images of pleadings on Network drive	Scanned images on Network drive
Incorporation Documents	Department File Cabinets	Scanned Images of pleadings on Network drive	Scanned images on Network drive
Financial records	Department File Cabinets	Scanned Images of pleadings on Network drive	Scanned images on Network drive
Clients and KYC Document	Department File Cabinets	Scanned Images of pleadings on Network drive	Scanned images on Network drive

Appendix E - Forms and Supplies

Form/Supply Name/Description	Primary Locations Where Stored	Alternate Sources to Obtain Form/Supply	Vendor's Name/Phone
POS Terminals	Main office Storage Room	Current Supplier	
Selcom Cards	Main office Storage Room	In-House Card Printing	In-House
Stationery	Main office Storage Room	Vendors in the market	N/A
Business Forms such as KYC, Selcom Pay Forms etc.	Main office Storage Room	Selcom Web Portal	In House
POS Technical Forms	Main office Storage Room	Scanned Copies from HDD	In House

Appendix F - Vendor Lists

Vendor Name	Goods/Service Provided	Contact Name	Address	Phone #
SimbaNet Internet Provider	ISP	Fridah Edson	SimbaNET House House No. 24/5, Kaunda Drive and Kwale Avenue Plot.No.1926, Oysterbay P.O. Box 14827 Dar-es-Salaam	0752 200 888
Airtel	MNO	Ibrahim Mlando	Airtel House, Corner of A.H Mwinyi Road & Kawawa Road, Kinondoni PO Box 9623, Dar-es-Salaam,	0784 670 590
Vodacom	ISP/MNO	Candice Rato	Vodacom Tanzania Limited 1st Floor, Building No. 2 Mlimani City Office Park Sam Nujoma Road, P. O. Box 2369, Dar es Salaam.	0754 555 021
Halotel	MNO	Vu Tuan Long	4th Floor, Tropical Center, New Bagamoyo Road, P.O. Box 34716, Dar es Salaam	0621 456 789
Tigo	MNO	Martin Annandale	New Bagamoyo Road P.O. Box 2929 Dar es Salaam	0715 123 294
Zantel	MNO	Bertrand Lacriox	Mwai Kibaki Road/Old Bagamoyo Road P.O BOX 77052 Dar es Salaam	0778 111 100
Smart	ISP	Isaac Kyohere	Serengeti Street P.O. Box 78914 Dar es Salaam	0798 020 500
TTCL	ISP	Gloria Muhazi	EXTELCOMS House Samora Avenue P. O. Box 9070 Dar es salaam	0738 300 000
TCRA	LICENSE ISSUER FOR SHORT CODES	Mwesigwa Felician	Mawasiliano Towers Sam Nujoma Road P. O. Box 474 Dar es Salaam	0716 198 833

Appendix G – Client List

Serial No	Company/Client Name	Project Description	Contact Details
1	Access Bank Tanzania Limited	Mobile & Agency Banking (service shortcode *150*43#)	Jones Mrusha Deputy Chief Information Officer 0662 555555 / jones.mrusha@accessbank.co.tz
2	Akiba Commercial Bank	Mobile banking (service shortcode *150*10#)	Hamisi Malipula Ag. General Manager, ICT 0754 822 148 / Hamisi.Malipula@acbtz.com
3	Amana Bank Tanzania	Mobile & Agency Banking (service shortcode *150*12#)	Bidala Mohamed Manager, ICT Delivery Channels 0786 444 134 / Bidala.Mohammed@amanabank.co.tz
4	Banc ABC	Mobile Banking & Bulk Payments (service shortcode *150*34#)	Roger Lamlembe Head of Banking Operations & IT 0755 880055 / rlamlembe@bancabc.com
5	Bank of Africa	Mobile Banking (service shortcode *150*13#)	Willington Munyaga Information and Communication Technology 0786 763 491 / willington.munyaga@boatanzania.com
6	Azania Bank	Bulk SMS Service	Vinesh Davda Head - ICT 0782 345 604 / vdavda@azaniabank.co.tz
7	Absa Bank of Tanzania	Mobile ana Digital Services	Oscar Mwamfwagasi Director of Retail Banking 0763 210 440 / oscar.mwamfwagasi@absa.africa
8	Commercial Bank of Africa	Mobile Banking (service shortcode *150*24#)	Ruth Kalonga Senior Manager, Cash Management 0754 388835 / ruth.kalonga@cbagroup.com

9	Ecobank Tanzania Limited	Mobile banking (service shortcode *150*18#)	<p>Samiha Abdul</p> <p>Manager, Alternative Channels 0788 422454 / SAbdul@ecobank.com</p>
10	Equity Bank Tanzania	Mobile banking (service shortcode *150*07#)	<p>Magreth Mwasumbi</p> <p>Alternative Business Channels Dept 0768 985 569 / Magreth.Mwasumbi@equitybank.co.ke</p>
11	Exim Bank	Mobile banking (service shortcode *150*11#)	<p>Sanjay Kachru</p> <p>Head, IT Department 0677 248914 / sanjay@eximbank-tz.com</p>
12	FINCA Microfinance Bank, Tanzania	Mobile banking (service shortcode *150*19#)	<p>Eufrasia Assenga</p> <p>Head of Banking Services 0768 790120 / Eufrasia.assenga@fincatz.org</p>
13	First National Bank Tanzania Limited	Mobile banking (service shortcode *150*99*321# and *150*99*000#)	<p>Silvest Arumasi</p> <p>Head, Products and Digital Banking 0767 853238 / SARumasi@fnb.co.tz</p>
14	I&M Bank Tanzania Limited	Mobile banking (service shortcodes *150*32#)	<p>Alan Mbangula</p> <p>Head, ICT 0784 401114 / AMBANGULA@imbank.co.tz</p>
15	Kenya Commercial Bank, Tanzania Limited	Mobile banking (service shortcode *150*22#)	<p>Priscus Kessy</p> <p>Head Digital Channels 0716 644498 / pkessy@tz.kcbbankgroup.com</p>
16	Maendeleo Bank Plc	Mobile Banking (service shortcode *150*52#)	<p>George Wandwalo</p> <p>Head, ICT 0784 317984 / gwandwalo@maendeleobank.co.tz</p>

17	Mkombozi Bank Tanzania	Mobile Banking (service shortcode *150*06#)	Gabriel Mwaikasu Manager gabriel.mwaikasu@mkombozibank.com
18	National Bank of Commerce (NBC)	Utility payment gateway	Deogratius Mosha Head Alternative Channels 0769 880007 / Deogratius.Mosha@nbctz.com
19	National Microfinance Bank (NMB)	Utility payment gateway and primary SMS gateway for mobile banking and ATM	Philbert Casmir Head, Digital Banking 0767210857 / Philbert.Casmir@nmbtz.com
20	Stanbic Bank Tanzania	Mobile Banking (service shortcode *150*29#)	Farha Mohamed Head of Self-service Channels – Personal and Business Banking 0715 598080 / MohamedF@stanbic.com
21	Standard Chartered Bank	Mobile banking (service shortcode *150*65#)	Victor Makere Head, Contact Center and Distribution Channels 07689328032 / VictorWinston.Makere@sc.com
22	Tanzania Postal Bank	Mobile banking (service shortcode *150*21#)	Jonas Mbasu Project Manager, Mobile Banking Project 0754 295 004 / jmbasa@postalbank.co.tz
23	United Bank for Africa	Billers and Mobile Banking Services	Asupya Nalungigwa Head, Consumer & Digital Banking 0784670955 / Asupya.nalingigwa@ubagroup.com
24	YETU Microfinance	Mobile Banking (service shortcode *150*28#)	Patrick Kihwele Chief Technology Officer 0753 678682 / kihwele@yetumfplc.co.tz

Appendix H - Computer System Reports

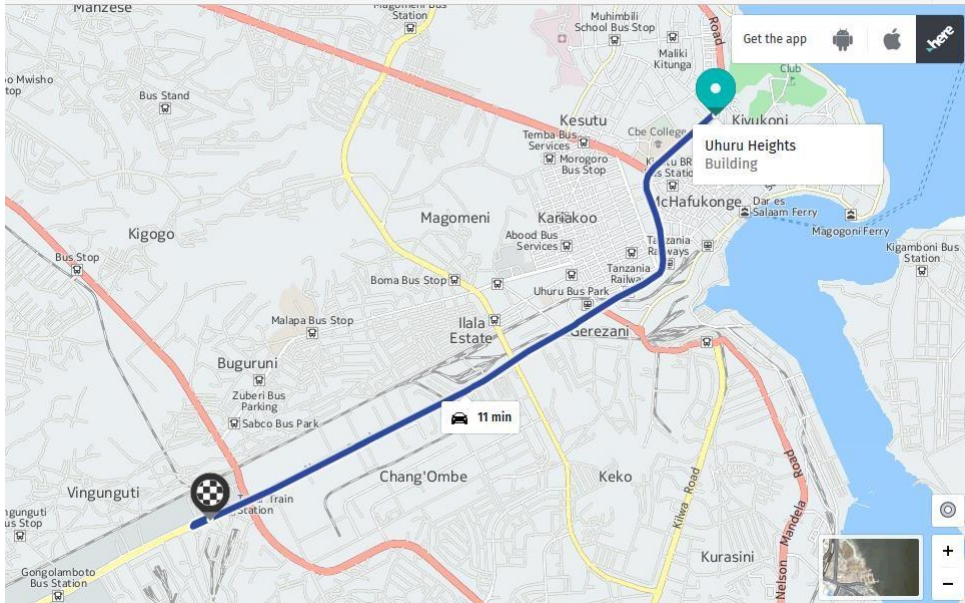
Report Name	Report Description	System Produced From	Alternate Sources of Report or Information
List of Users	Provide List of Users with Emails Address and Staff details	Cyber Roam	None
List of PC/Server Inventory	Asset Management	Spice-works	None
List of Software	Provides list of Software Installed on a PC	Spice-Works	None
List of Transactions	List of all transaction done on Mobile Banking	Selcom Web Portal	None

Appendix I - Critical Software Resources

Software Application	Publisher or Vendor	Platform	Recovery Criticality
MYSQL			
Windows OS	Microsoft Co.	Version 7, 10, Server 2010	Online
Adobe	Adobe Website		Online
Microsoft Office	Office 2010		Online
PSense	Firewall Open Source	Unix	Online
Cyber Roam	Licensed Vendor - CSS	Unix	Online/ Vendor Call
Cisco ASA	Cisco		Online

Appendix J - Alternate Site Transportation Information

Employees will be notified (by team members), if a disaster is declared, as to the location and when to report. Since recovery site is local, transportation to the work location is up to the employee unless directed otherwise. Directions will be supplied at the time of notification, if necessary.



Appendix K - Alternative Site Accommodations Information

Should alternate site accommodations be required team members will be notified. Employees will be contacted (by team members), if a disaster is declared, as to the location and where to go. Since accommodations are local, transportation to the work location is up to the employee unless directed otherwise. Directions will be supplied at the time of notification, if necessary.

Appendix L – Business Impact Assessment

Business Impact Analysis														
Unit: Information Technology														
Key Processes	Brief Description	Freq.	Impacts					Remarks	RTO	State of recovery	Dependencies			
			T + 4Hrs	T + 1Day	T + 5Days	T + 10Days	Applications / Systems				Other (Inc. Documents)	Sensitive Documents & Media	Recomm	
											General Requirements Servers; P.C; Internet; Email; MS Office; Printer; Scanner; Telephone; Copier; Fax; Calculator			
Core Services: POS Service/Mobile Banking Platform	1. Availability of core banking systems/Web Application 2. User support 3. End of Day Process	AH/D	VH	VH	VH	VH	Significant customer service impact arising from inability to perform End of Day Process and to support Mobile Banking	< 4 hours	As usual.	1. Mobile Banking Platform 2. Firewalls 3. Network Devices	1. Electronic Manual 2. Vendor Support			
Network availability & connectivity	Availability of Network Connections with Vendors	D	H	H	VH	VH	Significant customer service impact arising from unavailability of communication between the bank and its customers.	< 4 hours	As usual.	Routers, VPN, Firewalls	Network Diagrams and Designs			
User services management & helpdesk support	1. Internet access 2. File services 3. MSOffice 4. Active Directory (creation/modification user) 5. Operating Systems (Windows-based) 6. Antivirus 7. File services 8. Internet access	AH / D	H	VH	VH	VH	Customer service impact from inability of staff to communicate with customers and carry out their tasks. Active Directory, File Services and Internet Access are a priority.	< 4 hours	As usual.	1. File server 2. CCTV cameras servers 3. Call manager	1. Software manuals (if not available electronically)	Vendor maintenance agreements (eCards solution) Documents are help by Administration & Tanpay	N/A	
Availability of links to 3rd party.	Ensure that link to Vendors using VPN	D	H	H	VH	VH	Customer service impact and financial loss arising from inability to recover the link to the 3rd party	< 4hours	As usual.	N/A	N/A	N/A		
IT facility management	Availability of uninterrupted power supply & generators.	D	VH	VH	VH	VH	Customer service impact and financial loss arising from inability to recover from an electricity failure.	< 4 hours	As usual.	N/A	1. Diesel	Vendor maintenance agreements (UPS)	Ensure that +1 backup Recovery S to manually gene	
Infrastructure support	Day-to-day availability of the technical infrastructure: 1. Hardware 2. Fax machines 3. Copiers	D	M	H	H	H	Customer service impact arising from inability to serve customers.	1 day	As usual.	Hardware and Software List	1. Back-up reports 2. Email back-up reports from the system 3. system criticality list 4. OS software disks	1. Vendor maintenance agreements 2. Equipment insurance contracts		
Key Individuals: Min No of staff:	Rosario Arun George/Mohammedjawaad Kassam 2													

Business Impact Analysis

Unit: BUSINESS DEVELOPMENT AND MARKETING

Key Processes	Brief Description	Freq.	Impacts				Remarks	RTO	State of recovery	Applications / Systems	Dependence Other (inc. Do
			T + 4Hrs	T + 1Day	T + 5Days	T + 10Days					
									General Requirements P.C; Internet; Email; MS Office; Printer; Scanner; Telephone; Copier; Fax; Calculator		
MARKETING FOR BANKS/MNO'S	Identifying new business introducers and signing up	D	L	M	H	H	Indirect financial loss due to inability to sign up new business.	4 hours	Telecommunications.	1. File Server	1. New Banks/Mobile 2. Merch
CUSTOMER RELATIONSHIP MANAGEMENT	Ongoing Communication	AH	L	L	L	L	Reputational risk.	10 days	Telecommunications.	1. File Server	Bank Records a (Business Develop
CUSTOMER RELATIONSHIP MANAGEMENT	Up Keep Of Records	AH	L	M	H	H	Reputational risk.	4 hours	Telecommunications.	1. File Server	1. Excel Spre
Operations	Ensuring that all the Department are functioning effectively and have all necessary facilities and assets	D	H	H	H	H	Could affect staff health & safety. Legal requirement	4 hours	Priority to be give to health & safety arrangements in recovery site.		Emergency Contact List, B Assembly Locat
Advertising of the Merchant Services	Merchant Services and Application	AH	L	L	L	L	Minor reputation risk arising from the company image not being presented accurately.	10d	As usual.	1. Shared Server	N/A

Key Individuals:

Min no of individuals: 2 persons

Business Impact Analysis

Unit: Finance/Admin

Key Processes	Brief Description	Freq.	Impacts				Remarks	RTO	State of recovery	Dependencies		
			T+ 4hrs	T+ 1Day	T+ 5Days	T+ 10Days				Applications / Systems	Other (Inc. Documents)	Sensitive Data & Media
Reconciliation	Reconcile the correspondent accounts	D	M	H	H	H	Reputation impact & possible financial loss.	4 hours	As usual.	Core 1.Flexcube 2.Swift	Bank statements received daily from IT (5 banks, almost 20 statements)	N/A
Payments Locally	Issue cheques to suppliers	DM	L	L	L	L		10 days	As usual.	1. Tally	Approved invoices, signed requisitions, available funds in our correspondents, administration dept.	N/A
Payments International	Payments to suppliers	AHD	L	L	L	L		10 days	As usual.	1. Tally 2. Bank Transfer	Approved invoices, signed requisitions, available funds in our correspondents, administration dept.	N/A
Fixed Assets management	Fixed asset register by location or business unit, disposals for a specific period, depreciation by month	M	L	L	L	L	Impact rating may differ if disruption occurs at critical reporting dates. Creates workload and inconvenience internally.	10 days	As usual.	1. Tally 2. IT Asset List	Approved invoice, Operations dept	N/A
Internal Reporting	Management reports or any other adhoc reports distributed within the bank	D	L	L	M	H	Possible financial loss due to incorrect judgment arising from management decisions taken without the appropriate information in hand.	5 days	As usual.	1. Tally 2. File Server	N/A	N/A
Reports to Authorities and any other external bodies	Reports (liquidity of the bank, SMR accounts)	D/W/S W/M/S M/Y	M	M	H	H	Regulatory requirement, non-compliance risk	5 days	As usual.	1. Tally 2. File Server	1. Invoices 2. Statements 3. Fixed assets 4. Pensions authorities	N/A
Debt collector	Act as a debt collector for Tanzania revenue authority (TRA)	M	L	L	L	L		10 days	As usual.	1. Tally 2. File Server	Accounts folder	N/A
Payroll	To pay employees on the end of each month. Instructions for payments are sent mid-month.	M	L	L	L	M	Affects staff morale and confidence.	5 days	Revert to manual payroll if necessary.	1. Tally 2. File Server	Salary support documentation, (e.g. leave authorizations, medical leave allowances, up to date personnel list.	N/A

Key Individuals:

Min No of People:

2

Business Impact Analysis

Unit: Sales

Key Processes	Brief Description	Freq.	Impacts				Remarks	RTO	State of recovery	Dependencies	
			T+ 4Hrs	T+ 1Day	T+ 5Days	T+ 10Days				Applications / Systems	Other (inc. Documents)
									General Requirements P.C; Internet; Email; MS Office; Printer; Scanner; Telephone; Copier; Fax; Calculator		
MARKETING FOR BANKS/MNOVS	Identifying new business introducers and signing up	D	L	M	H	H	Indirect financial loss due to inability to sign up new business.	4 hours	Telecommunications.	1. File Server	1. New Banks/Mobile Operator in Ma 2. Merchants
CUSTOMER RELATIONSHIP MANAGEMENT	Ongoing Communication	AH	L	L	L	L	Reputational risk.	10 days	Telecommunications.	1. File Server	Bank Recrods and Vendors (Business Development cabinets)
CUSTOMER RELATIONSHIP MANAGEMENT	Up Keep Of Records	AH	L	M	H	H	Reputational risk.	4 hours	Telecommunications.	1. File Server	1. Excel SpreadSheet
Operations	Ensuring that all the Department are functioning effectively and have all necessary facilities and assets	D	H	H	H	H	Could affect staff health & safety, Legal requirement	4 hours	Priority to be give to health & safety arrangements in recovery site.		Emergency Contact List, Emergency Ex Assembly Location Diagram
Advertising of the Merchant Services	Merchant Services and Application	AH	L	L	L	L	Minor reputation risk arising from the company image not being presented accurately.	10d	As usual.	1.Shared Server	N/A

Key Individuals:

Min no of individuals: 2 persons

Recovery Activation Date: _____

Task No.	Task Description	Estimated Time	Actual Time	Assigned To	Assigned Time	Completed Time	
1	Receive Communication on emergency						
2	Identify recovery site						
3	Retrieve Business Continuity Plans						
4	Notify department members identified in Appendix A						
5	Retrieval of department Vital Records						
6	Oversee delivery and placement of office equipment.						
7	Oversee delivery and placement of office supplies.						

Appendix O - Recommended SELCOM Office Recovery

