

emSigner



# eMudhra Business Continuity & Disaster Recovery program

 **emudhra**  
Trust Delivered

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## Introduction

At eMudhra we firmly believe in ensuring continued availability and delivery of our products and services for our customers. eMudhra has deployed a comprehensive ISO 22301 certified business continuity and disaster recovery plan. This enhances our ability to respond, mitigate, and ensure recovery from unexpected disruptions to our services.

eMudhra is a CMMI Level 5 certified organization and our products & services are certified with international standards such as ISO 223301, 27001, SOC-2 and so on. This document highlights eMudhra's BCP for emSigner.com and other associated enterprise products.



## eMudhra Corporate Business Continuity Plan

eMudhra's Corporate Business Continuity Plan (BCP) provides a framework on how our business will continue or recover its business-critical functions in the event of any unplanned disruption. The organizational backbone of business continuity planning at eMudhra is the people involved in the successful operations of the eMudhra services. The team for Business Continuity and Disaster Recovery has been constituted with team leaders/managers. In the event of a disaster affecting eMudhra services, the Crisis Management Team is called into action under the authority of the BCP Director who has the responsibility for approving actions regarding Business Continuity Planning. The BCP Crisis Management Team will respond in accordance with this Plan and will initiate specific actions for recovery by specialized teams as per the organization structure.

eMudhra BCP is tested on an annual basis, with the most recent test being conducted on **04-09-2021**. The test was successful with no deficiencies.

## Disaster Recovery and Resiliency

eMudhra achieves resiliency through four focused areas -



Business Continuity



Disaster Recovery



Incident Management



Crisis Management

eMudhra maintains readiness by proactively assessing operational risks, establishing contingency plans, and administering incident response & crisis management training. We deliver our services based on this framework and established SLAs for uptime. We identify Recovery Time Objective (RTO) and Recovery Point Objective (RPO) which is subject to revision on a half-yearly basis considering the number of transactions, the bandwidth availability, the time lag in the recovery of log files, and the result of the DR Drills.

Ensuring backup and redundancy are the two main processes involved in maintaining an operational environment. eMudhra's product and security team are responsible for evaluating their specific technical architecture and processing capabilities to determine the appropriate strategy in order to meet the requirements of eMudhra BCP. The teams also conduct a comprehensive Business Impact Analysis (BIAs) and identify Critical Business Functions (CBFs) which gets covered under the BCP plan.

## Disaster Recovery and Resiliency

The Business Impact Analysis (BIA) included the following activities:



Identifying business functions and analysing the interdependencies on both internal as well external processes



Identifying single points of failure



Assessing the impact on business in case of process failures



Ranking of functions after considering their criticality and probable impacts on the business



Ranking of functions after considering their criticality and probable impacts on the business

Disaster recovery plans are updated at least annually or as required due to changes in the operating environment. For security reasons DR plans are shared only with internal stakeholders responsible for Disaster recovery.

## Annual Testing Plan

Review or testing of Annual Testing Plan is a critical element of a viable contingency capability. The review enables identification and resolution of plan deficiencies. This also assists in the evaluation of recovery team's ability to implement the plan quickly and effectively. Each Business Continuity Plan element gets tested to confirm the accuracy of individual recovery procedures and the overall effectiveness of the plan.

The list of test cases and relevant test procedures are documented as "BCP Test Plan." A comprehensive exercise of continuity capabilities and support by designated recovery facilities are performed on a half-yearly basis.

Addition of test cases is a dynamic activity and BCP Leader shall ensure inclusion of additional cases. Obsolete cases get withdrawn and lessons learnt from the results of each test case results in apprising of BCP.

If the test did not meet RTO or RPO expectations, the product or service team is responsible for investigating the root cause and implementing a resolution.



## Continuity Process

If a critical business function becomes unavailable, Product Monitoring Team declares an outage and sends a notification to the appropriate incident response team members to assist with the investigation and validate the scope. The responsible product or service team works with the Product Monitoring team and other response teams and vendors as required to remediate the issue.

In the event of a customer-impacting problem or continuity event, eMudhra notifies affected customers of the outage and provides updates as necessary. If necessary, the proper authorities (e.g., fire, police, medical, etc.) are also notified.



# Conclusion

eMudhra is committed to ensure continued availability and delivery of our products and services for the customers, which is clearly demonstrated by our ISO 22301 certified BCP program. This ensures that we are able to respond, mitigate, and ensure recovery from unexpected disruptions to our services.

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#### About eMudhra

As the world goes Digital, security is ever more crucial to protect identities, data, and enable trust in a digital society. eMudhra focuses on SECURE Digital Transformation to enable organizations to progress and evolve without sacrificing "Trust," which matters most in our society. With an end-to-end stack around trust services, PKI, Paperless transformation, and Digital Authentication, eMudhra is optimally placed to aid digital journeys where identity assertion is critical.

eMudhra chairs the Asia PKI Consortium, is a board member of the Cloud Signature Consortium and a member of the CA Browser Forum. Having been in business for over 12 years and built a reach that spans more than 50 countries, eMudhra is deeply committed to bringing change and helping societies across not just go digital but go digital in a secure way.