BBC BANK UGANDA LIMITED

Plot 14, Kampala Road, P.O. Box 70421, Kampala

ICT BUSINESS CONTINUITY AND DISASTER RECOVERY PLAN

Version 4.0

January 2022

Document Control

Version	Date	Description	Owner
1.0	10/10/2014	Initial plan	Head IT
2.0	04/04/2017	Finacle 10 DR site at Entebbe	Head ICT
3.0	15/02/2020	COVID-19 remote working annex	Head ICT
4.0	24/01/2022	Annual review	Head ICT

Approved by: ICT Steering Committee, 28/01/2022. Next review: January 2023.

1. Objectives

- Restore critical ICT services within the Recovery Time Objective (RTO) and with data loss no greater than the Recovery Point Objective (RPO) defined in the Business Impact Analysis.
- Provide a documented, tested procedure for failover to the Disaster Recovery (DR) site at Entebbe.

2. Recovery Sites

Site	Location	Role
Primary Data Centre	Head Office, Kampala Road, Kampala	Production
DR Site	Entebbe Branch building, Entebbe	Warm standby; Finacle database replication (Oracle Data Guard)

3. Business Impact Analysis

#	System	Function	Criticality	RTO	RPO	Recovery owner
1	Finacle 10	Core banking	Critical	4 hours	15 minutes	Database Administrator
2	Postilion ATM Switch	ATM and card transactions	Critical	2 hours	5 minutes	Applications Support
3	Internet Banking	Corporate and retail internet banking	High	4 hours	1 hour	Applications Support
4	Mobile Banking	Mobile app and USSD	High	4 hours	1 hour	Applications Support
5	Active Directory	Authentication	Critical	2 hours	24 hours	Systems Administrator
6	RTGS/EFT Gateway	Interbank payments	Critical	2 hours	0	Payments Officer / ICT
7	Exchange E-mail	E-mail	Medium	24 hours	24 hours	Systems Administrator
8	File Server	Shared drives	Low	48 hours	1 week	Systems Administrator

4. Recovery Teams and Contacts

Team	Leader	Phone
DR Team Leader	Robert Ssebaggala (Head of ICT)	+256 772 410 118
Database and Applications	Emmanuel Tumwine	+256 701 553 902
Network and Communications	Gerald Otim	+256 782 118 406
End User Support	Patience Nakato	+256 755 390 227
Business Recovery (Operations)	Head of Operations	+256 414 230 510
Agency Channel Liaison	Samuel Okello	+256 774 902 311

5. Plan Testing and Maintenance

- The DRP shall be tested annually through a live failover of critical systems to the DR site.
- Test results, including the actual time to recover each system, shall be documented and deviations from RTO/RPO remediated.
- The plan shall be reviewed annually and whenever new critical systems are introduced.