



Shretron India Limited

Revision History

Version	Issue Date	Prepared By	Approved By	Changes
1.0	02.04.2021	Vaneet Soni	A P Panwar	Initial Draft

1. Purpose:

The main objective of Service/Business Continuity policy is to minimize/ eliminate interruptions to AUA/KUA services provided by AUA.

2. Scope:

The scope of the policy applies to the AUA/KUA services provided by AUA to end departments who are on-boarded as Sub-AUAs.



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3. Service/Business Continuity policy

Service/Business continuity is ensured by ensuring the following aspects

High availability: High availability of AUA/KUA system is ensured by deployment of on-site team to monitor system performance from time to time. AUA/KUA code is deployed at Tier IV data centre with ISO, PCI DSS and STQC certifications.

Continuous operations: Continuous data Backup, planned and scheduled maintenance activities are undertaken to ensure continuous and smooth operations.

Disaster recovery: ADR setup is under proposals to ensure back-up and service continuity

Apart from above key aspects following measures are implemented to ensure business continuity

1. Core technology team shall provides updates to AUA/KUA services as soon as they are released/updated by UIDAI
2. Onsite employees are trained periodically on key aspects of services
3. Project Manager and key employees of Data Centre operate using laptops, to enable access to monitoring services /servers24/7 using VPN and proper monitoring is ensured for that matter.
4. Team leads are instructed not to compromise on the productivity and share daily report to management.

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