

## **Contingency Management Plan (CMP):**

### **Defacement Protection Policy:**

1. The security of Tea Board website is audited for application vulnerabilities and performance by NIC.
2. Any application level modification on the Tea Board website implies re- audit of the website.
3. All the servers' configuration and logs are monitored timely both by Tea Board and NIC.
4. Only system administrator users are allowed to access the servers for doing administration and configuration tasks.
5. Contents are updated through secured FTP using VPN.

### **Monitoring of defacement of Tea Board website:**

There are multiple ways of monitoring the defacement of the Tea Board website. Cyber security division of NIC is continuously monitoring by analyzing the log files. The NIC Cloud Server Team is also monitoring the website at regular interval for possible defacement or undesirable change in the Tea Board website. The IT Cell of Tea Board also monitors the website regularly. In case of any eventuality, whoever notices it first shall inform the Technical Manager and Web Information Manager over Phone as well as through email.

### **Actions to be taken after defacement:**

As soon as the Technical Manager and/or Web Information Manager receive the information regarding the defacement of the website, the following steps will be taken:

1. Stoppage/partial stoppage of the website according to the degree of defacement.
2. Analyzing log files and troubleshooting the source of defacement and blocking of the service.
3. Analyzing type of defacement and fixing it.
4. In case of complete loss of data, restoring the website data from backup or restarting of website from the Disaster Recovery (DR) site.
5. Submission of log files to security division for analysis.
6. Fixing of all vulnerabilities on the basis of security recommendations and re-auditing of application(s).
7. Restoring the affected/corrupted contents from the backup and restoring the site.

### **Contact details in case of any eventuality of defacement:**

The Deputy Chairman,  
Tea Board India  
14, B.T.M. Sarani (Brabourne Road)  
Kolkata – 700 001

### **Time for Restoration of the Tea Board website after defacement:**

The time taken for restoration of the Tea Board website depends on the degree of defacement and services affected by the defacement. Ideally it will take 1 hour to 8 hours for the restoration.

### **Data Corruption:**

Policy is undertaken by NIC.

### **Hardware/Software Crash:**

Since the site is hosted at the Cloud Environment of National Data Center, National Informatics Center, New Delhi, recovery measures or policies are undertaken by the NIC.

**Contingency Plan in case of Natural Disasters/Calamity:**  
NIC has its own DR mechanism in place.