SUMMARY OF THE THESIS

In today’s times, Information Technology is playing a pivotal part in all walks of life and across business sectors, and even more so in banking industry. While conducting business and fulfilling any requirements, different setbacks and disruptions may occur. During that interim period, Business Continuity preparedness plays an important role. Disruptions can be natural like flood, fire, earthquake, power outages etc. or man-made like cyber-attacks on IT infrastructure and services, security breaches and lack of operational awareness etc. To fulfil the demands of the customer on time and to survive in the competitive world Business Continuity Plan is required.

This thesis has six chapters in total, excluding bibliography and appendices. Furthermore, the thesis is divided into two parts. The first part has an in-depth literature review on banking dependency on Information Technology, need, preparedness and different frameworks, standards, practices available and followed towards the Business Continuity for IT environments in Indian banking. The second part of the thesis covers research design and an in-depth research analysis to identify the preparedness and improvements which are needed in IT- BCP for Indian banks located in Pune city and its neighbouring areas.

Chapter 1: The Introduction describes the background of the research which is the importance and role of Business Continuity need. It provides insights into the Indian banking sector and the role of Information Technology and the benefits of implementing it. The Chapter focuses on various regulations, initiatives made by the Reserve Bank of India as a banking monitoring and supervisory authority in the IT implementations and continuity. It also explains the concept of Business Continuity with various scenarios and definitions. This chapter also gives the outline of the complete thesis.

Chapter 2: This chapter gives an overview of existing literature on Business Continuity. It mentions the various practices and incidents of IT disasters and need for BCP preparedness. The review of literature includes Indian as well as global perspective on Business Continuity practices and experiences. The Chapter concludes with the summary and research gap.
Chapter 3: It gives an overview of the banks selected for the study. Further more technological growth in banks and BCP methodology is explained. Also, highlighted is the geographical areas for the study.

Chapter 4: Illustrates research methodology adopted in performing this research which includes an overview of the complete research work. The hypothesis of the study, scope of the study, sampling and sources as well as data collection methods and data analysis has been discussed in detail.

Chapter 5: In this chapter, the data analysis and interpretations of the research objectives and hypothesis using designed methodology is given. It discusses the validity and reliability of the research results and hypothesis testing. It shows the in depth analysis of respondents towards Business Continuity need and preparedness. On the other hand, the chapter presents the comparative analysis among Scheduled Urban Co-operative, Nationalised and Private sector banks in India.

Chapter 6: The Chapter presents the findings of the data analysis which has been aligned with the study objectives. Based on the findings, a framework is proposed. Proposed framework highlights some crucial areas of the BCP which can be implemented at the branch level to minimize the risk of mini disasters for business loss and system breakdowns and manage the Business Continuity Planning very effectively. The Chapter sums up with further research scope in the study.

At the end of the thesis, a set of bibliography, references and appendices are included for reference.