

IT SERVICE CONTINUITY MANAGEMENT

GOALS:

The goal for ITSCM is to support the overall Business Continuity Management process by ensuring that the required IT technical and services facilities (including computer systems, networks, applications, telecommunications, technical support and Service desk) can be recovered within required, and agreed, business timescales.

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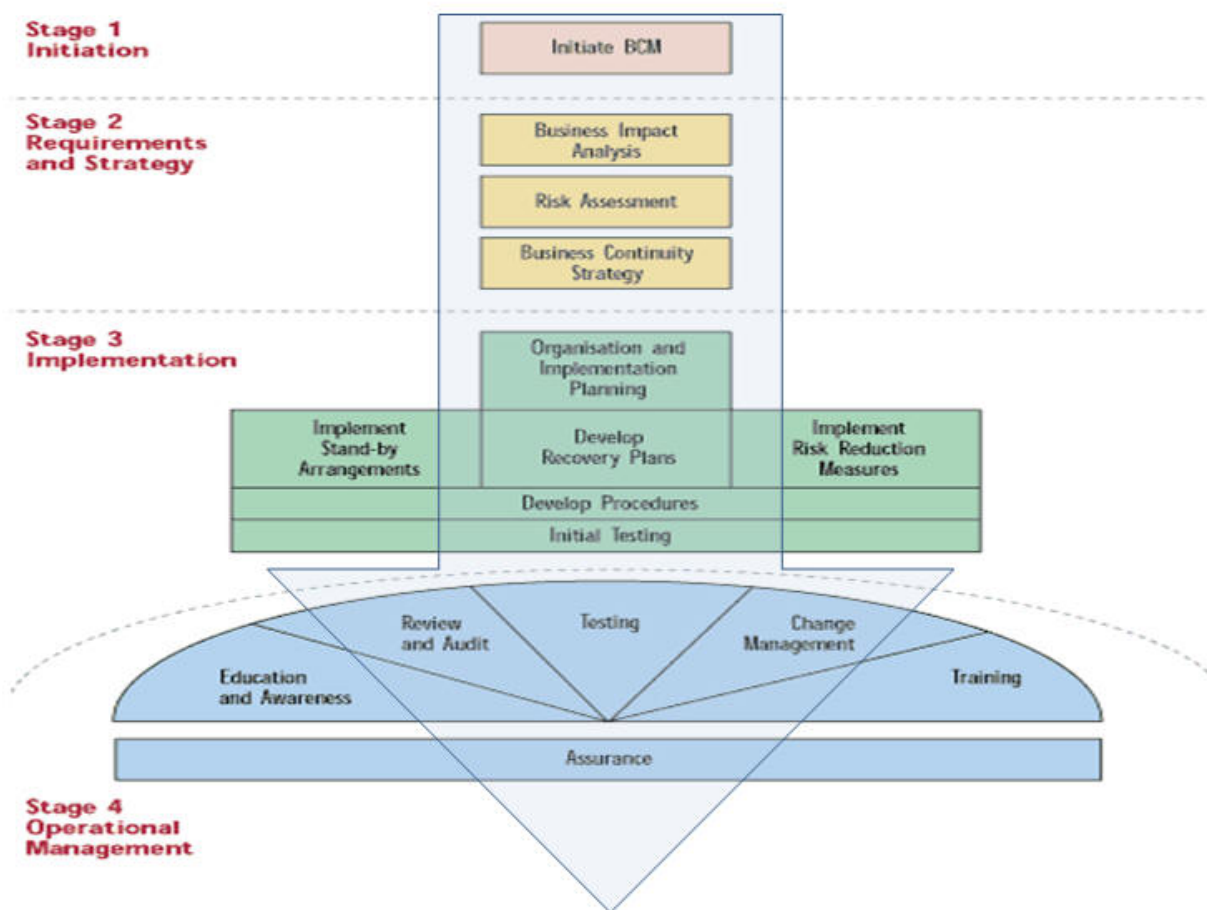
Benefits/ Advantages

- Potential lower insurance premiums
- Regulatory requirements
- Business relationship
- Positive marketing of contingency - capabilities
- Organizational credibility
- Competitive advantage

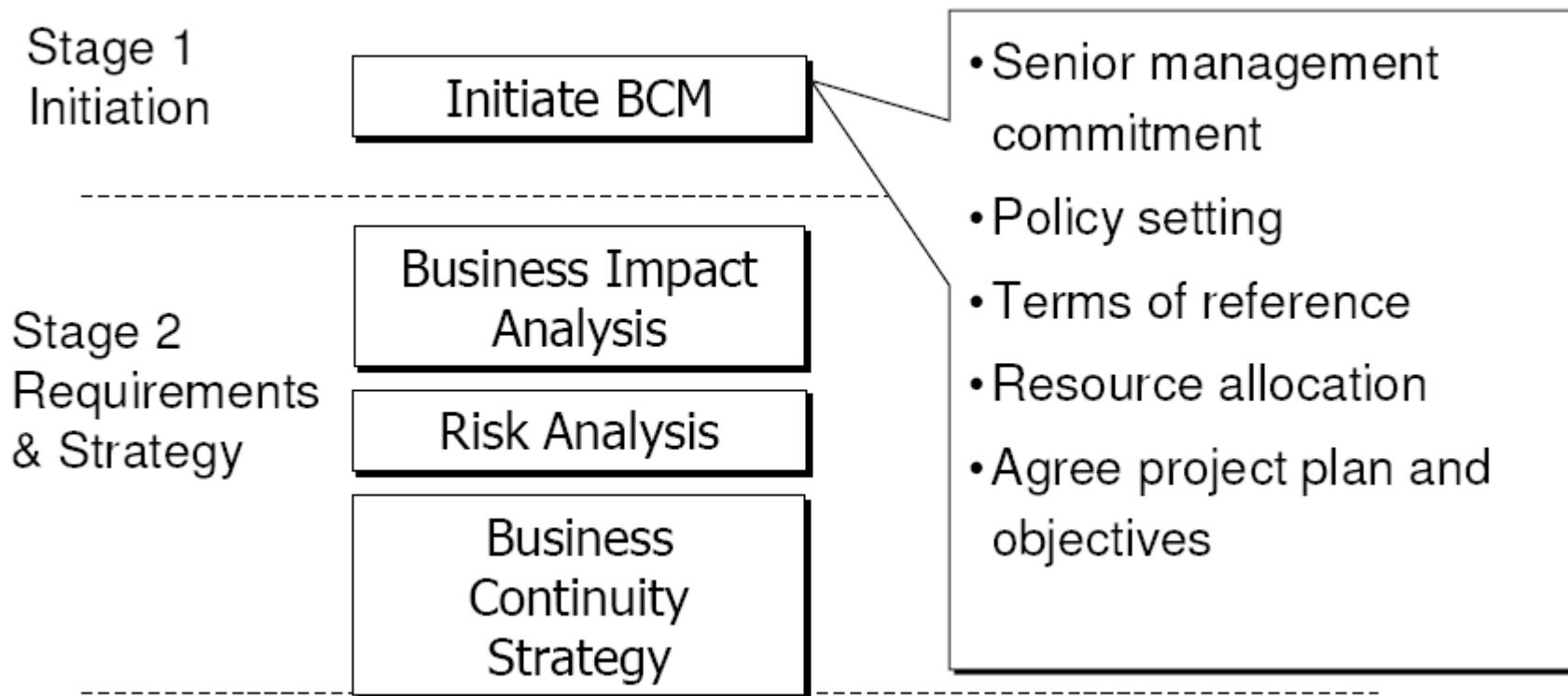
SCOPE considerations

- the organization's dependence on technology, its Infrastructure and any external providers of support services
- the number and location of the organizations offices and the services performed in each
- the number of critical business processes and the level of integration between them
- the level of services that need to be provided to the business to support those critical business processes
- any limitations in the provision of ITCSM mechanisms (e.g. Cost of downtime)
- the organization's attitude towards risk.

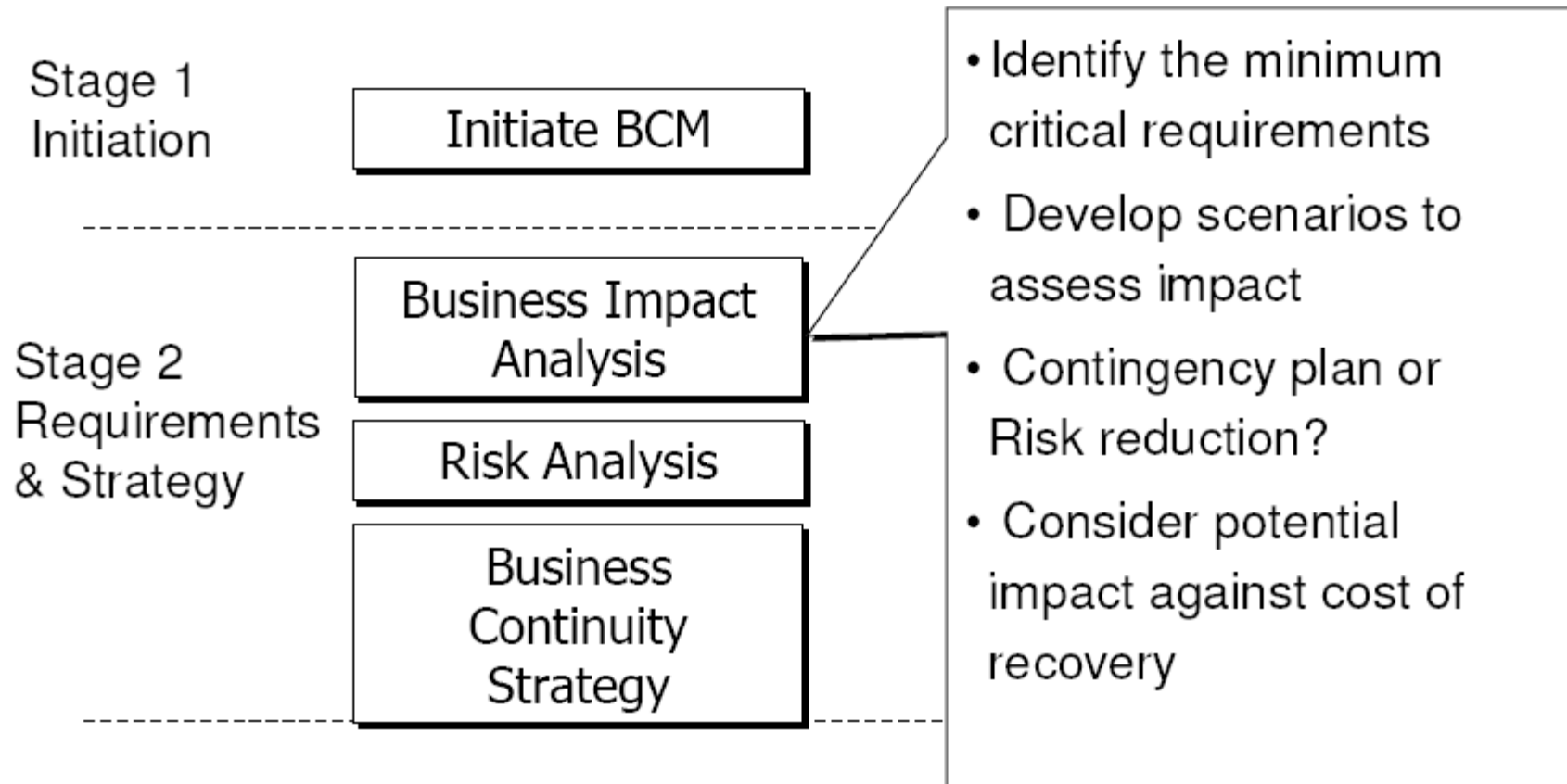
Business Continuity Management process model



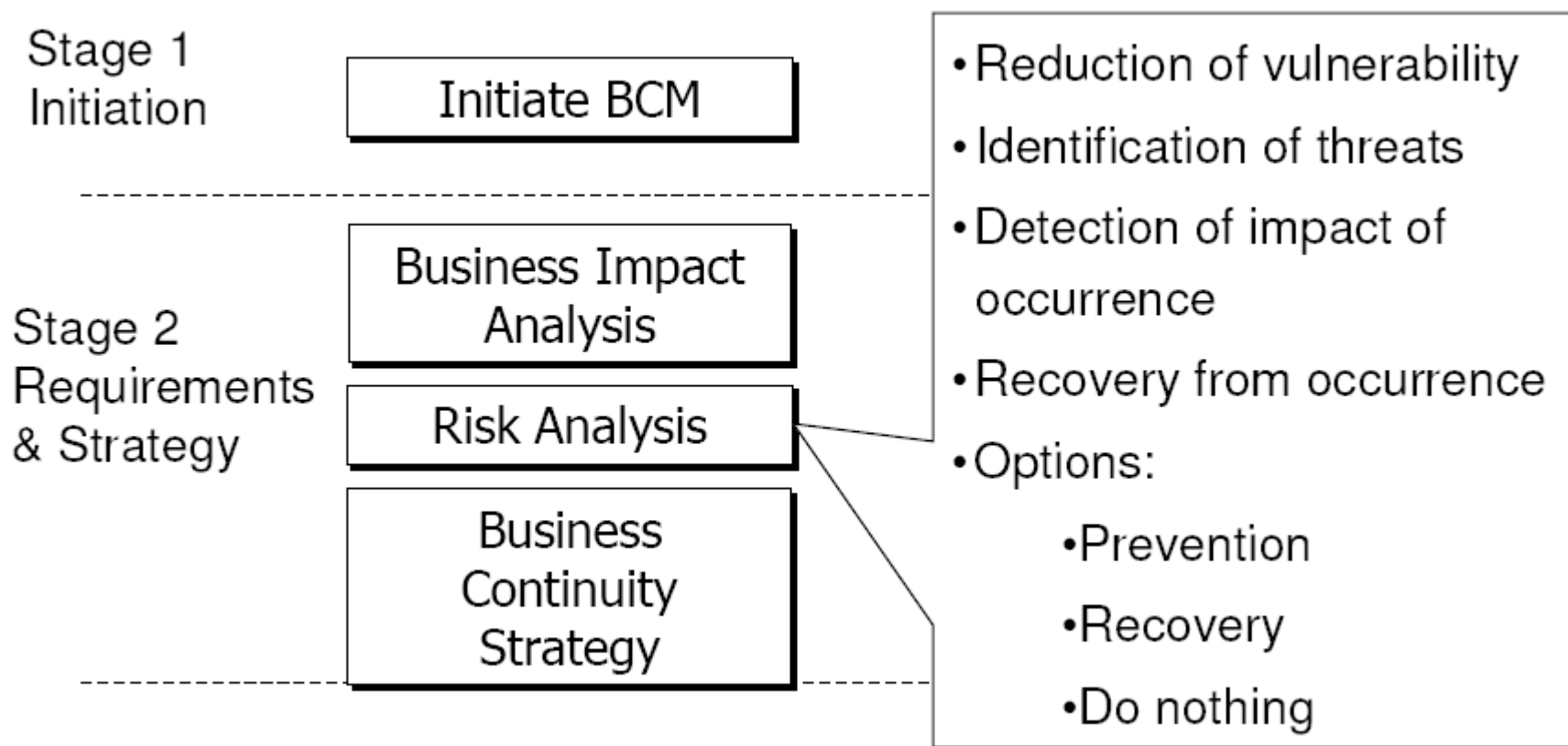
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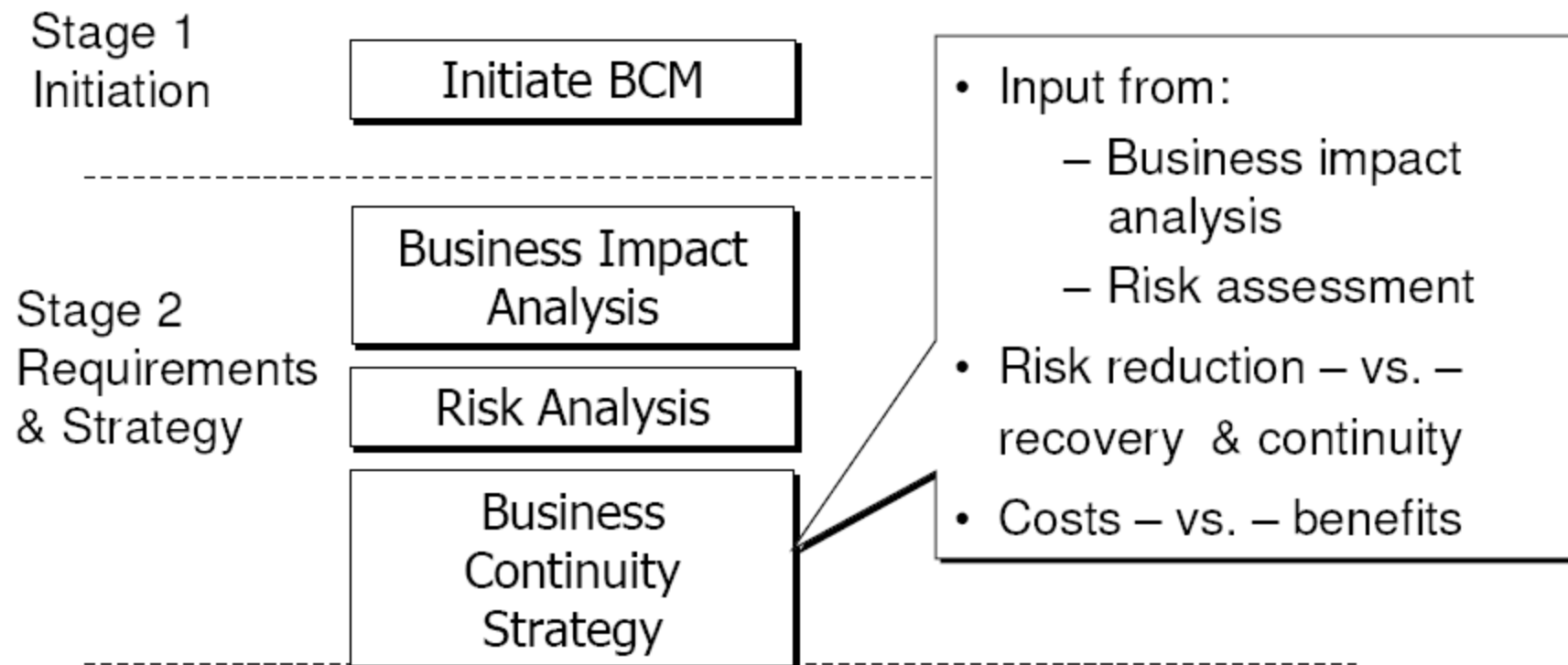
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Stage 3 Implementation

Plan development is one of the most important parts of the implementation process and without workable plans the process will certainly fail. At the highest level there is a need for an overall co-ordination plan that includes:

- Emergency Response Plan
- Damage Assessment Plan
- Salvage Plan
- Vital Records Plan
- Crisis Management and Public Relations Plan

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These plans are used to identify and respond to a service disruption, ensure the safety of all affected staff members and visitors and determine whether there is a need to implement the business recovery process. If so, then the next level of plans are invoked which include the key support functions such as:

- Accommodation and Services Plan
- Computer Systems and Network Plan
- Telecommunication Plan
- Security Plan
- Personnel Plan
- Finance and Administration Plan