# IT SERVICE CONTINUITY MANAGEMENT PROCESS

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**Comment [BV2]:** The document coding system should be in line with the organization’s existing system for document coding; in case such a system is not in place, this line may be deleted.
Change history

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1. **Purpose, scope and users**

The aim of this document is to define the purpose, scope, principles and activities of the IT Service Continuity Management (ITSCM) process.

This document is applied to the entire [IT Service Management (ITSM)] organization.

Users of this document are all employees of [organization name], as well as all external parties who have a role in ITSM.

2. **Reference documents**

- Availability Management Process
- Information Security Process
- Service Level Management Process
- Supplier Management Process
- Business Relationship Management Process
- Change Management Process

3. **Policy**

ITSCM supports [organization name]'s Business Continuity Management, in that it provides at least a minimum service level to business services.

[role description] is responsible for ensuring that the following goals are achieved:

- IT Service Continuity Plan is produced, implemented and maintained
- Business Impact Analysis (BIA) is performed
- Risk assessment is conducted
- IT Service Continuity requirements and goals form an integral part of contracts with suppliers and customers (i.e. Service Level Agreement)
- IT Service Continuity Manager is part of Change Advisory Board
- Business Continuity plan and targets are assessed and IT Service Continuity mechanisms are in place to meet or exceed those targets

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Comment [BV5]: ***OPTION*** Delete this if you are implementing ITIL and not ISO 20000.

Comment [BV6]: ***OPTION*** Delete this section if you are implementing ISO 20000 and not ITIL.

Comment [BV7]: Goal is to ensure that [role name] is responsible for all aspects of Business Continuity Management within [organization name].
4. Process

4.1. Initiation

[role description] is responsible to define the following:

- Scope of the ITSCM
- Responsibilities of [organisation name]’s staff
- Requirements regarding the compliance with the following standards and regulations: [ISO 27001]
- Project structure which will establish ITSCM process and structure

4.2. Requirements and strategy

[role description] is responsible to define, based on:

- Risk assessment (see Risk Assessment and Treatment in Appendix)
- Business Impact Analysis (see Business Impact Analysis and Recovery in Appendix)
- Service Level Agreements (SLA) and Service requirements – SLA requirements and any specific service requirements are defined in close cooperation with Service Level Manager

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Comment [BV8]: Double-click to edit figure and adapt to your own requirements.
Comment [BV9]: ***OPTION*** Delete this figure if you are implementing ISO20000 and not ITIL.
Comment [BV10]: This is usually someone from Business Continuity Management process.
Comment [BV11]: Enter all standards and regulations which impose requirements on ITSCM process, e.g. ISO 27001, Sarbanes Oxley, etc.
Comment [BV12]: Or someone else requirements of the services in scope of ITSCM.
BIA, risk assessment and SLA requirements are an integral part of the ITSCM Plan (see ITSCM Plan in Appendix). [role description] is responsible for ensuring that the IT Service Continuity Plan is produced, implemented and maintained.

4.3. Implementation

[role description] is responsible for ensuring that the ITSCM process is implemented. Implementation of the ITSCM process includes the following steps:

- Creation and implementation of ITSCM Plan
- Organizational planning - as described in ITSCM Plan (see ITSCM Plan in Appendix)
- Initial testing - ITSCM plan is tested during the implementation phase and necessary adaptations are made

4.4. Ongoing operation

[role description] is responsible for ensuring that the following activities are performed:

- Training - use IT Service Continuity Plan, Test and Review Report defined in the IT Service Continuity Plan (see IT Service Continuity Plan, Test and Review Report and IT Service Continuity Plan in Appendix)
- Change Management—analyzes all normal changes, evaluates their impact on IT service continuity and triggers a Request for Change (see Request for Change and Change Record in Appendix of Change Management Process) if changes to the ITSC Plan needs to be made.

4.5. Invocation

[role description] ensures that invocation of the plan (see Business Impact Analysis and Recovery in Appendix) is clear to all persons involved in ITSCM.

5. Roles and responsibilities

5.1. IT Service Continuity Manager

Responsibilities of IT Service Continuity Manager:

- Overall responsibility for carrying out activities within the scope of ITSCM
- Coordinates with other Service Management roles
- Responsible for managing and managing information
- Manages work of ITSCM staff
- Develops and maintains ITSCM management process and procedures
- Performs risk assessment and risk management
6. Measurement and metrics

6.1. Measurement

[role description] is [role description].

Reports are sent to the Service Level Manager on a monthly basis.

6.2. Metrics

Metrics reports are produced monthly, with quarterly and yearly summaries. Metrics to be reported:

- Number of invocations started
- Number of successful/unsuccessful test results

6.3. Critical Success Factors (CSF) and Key Performance Indicators (KPI)

[role description] is responsible for defining CSFs and respective KPIs. Achievements against KPIs are monitored and evaluated by [role description].

<table>
<thead>
<tr>
<th>Critical Success Factor</th>
<th>Key Performance Indicator</th>
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<tbody>
<tr>
<td>Invocation plan is efficient</td>
<td>Regular successful validation that all IT service continuity team members are aware of their tasks and responsibilities</td>
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7. Managing records kept on the basis of this document

<table>
<thead>
<tr>
<th>Record name</th>
<th>Storage location</th>
<th>Person responsible for storage</th>
<th>Controls for record protection</th>
<th>Retention time</th>
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<tr>
<td>IT Service Continuity Plan</td>
<td>[tool name or network folder]</td>
<td>[job title]</td>
<td>This record is changed through Change Management process by Change Authority.</td>
<td>IT Service Continuity Plan is updated. Old versions are</td>
</tr>
</tbody>
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8. Validity and document management

This document is valid as of [date].

Owner of this document is [job title], who must check and, if necessary, update the document at least once a year.

9. Appendices

- Appendix 1: ITSCM Plan
- Appendix 2: Business Impact Analysis and Recovery
- Appendix 3: Risk Assessment and Treatment
- Appendix 4: IT Service Continuity Plan Test and Review Report

[Signature]

Comment [BV20]: Change if needed.

Comment [BV21]: This is only a recommendation; adjust frequency as appropriate.

Comment [BV22]: Only necessary if the Procedure for Document Control prescribes that paper documents must be signed.

[Job title]

[name]