[organization logo]

[organization name]

Comment [BV1]: All fields in this document marked by square brackets [ ] must be filled in.

IT SERVICE CONTINUITY AND AVAILABILITY MANAGEMENT PROCESS

Code:	
Version:	
Date of version:	
Created by:	
Approved by:	
Confidentiality level:	

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.

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Change history

Date	Version	Created by	Description of change
xx/xx/2013	0.1	Branimir Valentic	Basic document template

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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 and Availability Management process.

This document is applied to the entire SMS.

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

2. Reference documents

- Information Security Management Process
- Service Level Management Process
- Supplier Management Process
- Business Relationship Management Process
- Change Management Process
- ISO/IEC 20000-1:2011, clause 6.3.

3. Policy

ITSCM supports [organization name]'s Business Continuity and Availability Management, in such a [illegible] business services.

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

- IT Service Continuity Management Plan (ITSCM) is produced, implemented and maintained; see ITSCM Plan in Appendix
- [illegible]
- [illegible]
- Risk assessment is conducted
- IT Service Continuity and Availability requirements and goals form an integral part of contracts with suppliers and customers (i.e. Service Level Agreement)
- [illegible]
- Provides guidance for all other processes on all availability-related issues.
- Manages service- and resources-related availability with the goal that service availability achievements meet set targets
- [illegible]
- [illegible]
- Ensures that proactive availability management is performed and respective measures defined

3.1. Availability

Comment [BV3]: Only in case [illegible] availability.

Comment [BV4]: This is best practice. Define according to your own requirements.

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Availability of the service is calculated as follows:

$$\text{Availability (\%)} = \frac{\text{Agreed Service Time (AST)} - \text{downtime}}{\text{AST}} x100$$

Comment [BV5]: Usually measured in percentage.

4. Process

4.1. Initiation

[role description] is responsible to define the following:

Comment [BV6]: This is usually someone from Business Continuity Management process.

- Scope of the IT Service Continuity and Availability Management process
- [illegible]
- Requirements regarding the compliance to following standards and regulations: [ISO 27001]
- [illegible]

Comment [BV7]: Enter all standards and regulations which pose requirements on ITSCM process, e.g. ISO 27001, Sarbanes Oxley,... etc.

4.2. Requirements and strategy

[role description] is responsible to identify and agree on, with customer and interested parties, IT Service Continuity and Availability requirements based on:

- [illegible]
- Business Impact Analysis (BIA) (see BIA and Recovery in Appendix)
- Service Level Agreements (SLA) and service requirements – SLA requirements and any [illegible] Service Level Manager; see Service Level Agreement and Service Level Requirements in Appendix of Service Level Agreement Process

Comment [BV8]: Or someone else [illegible] 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). [illegible] implemented and maintained.

4.3. Ongoing operation

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

- [illegible]
- Review and audit – ensures that the ITSCM Plan and Availability Plan are maintained, i.e. up to date, and performs an audit [once a year] of the ITSCM Plan and Availability Plan to ensure that the plans are accurate.
- [illegible]
- The IT Service Continuity and Availability Manager is part of the Change Advisory Board.
- Change Management – analyzes all normal changes, evaluates their impact on the ITSCM [illegible] (see Request for Change and

Comment [BV9]: Goal is to ensure that [illegible] authority name inside your organization.

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Change Record in Appendix of Change Management Process) if changes to the ITSCM Plan or Availability Plan need to be made.

4.4. 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.

4.5. Service continuity and availability monitoring and testing

[role description] is responsible for ensuring that:

- Availability of the service is monitored, the results recorded and compared with agreed targets; see Availability Measurement Report in Appendix
- Unplanned non-availability is investigated and necessary actions are taken
- Availability Plan is tested against the availability requirements; see BIA (requirements) and Recovery and Availability Measurement Report (results) in Appendices
- ITSCM plan is tested against the service continuity requirements; see IT Service Continuity Plan Test and Review Report (results) and BIA and Recovery (requirements) in Appendices
- ITSCM Plan and Availability Plan are re-tested after major changes
- Conduct review and trigger Service Improvement Plan (see Service Improvement Plan in Appendix of Continual Service Improvement Process) when deficiencies are found, in:
  - ITSCM and Availability Plan test results
  - Invocation of ITSCM Plan

Comment [BV10]: This can be changed, e.g. depending on priority of a service (see ITSCM Plan). E.g. three a plan for services with defined recovery priority 1, once in two years for services with defined recovery priority 2 and once in three years for services with defined priority 3 and 4. Services with defined priority don't need to be tested.
If this is the case – change this accordingly.

5. Roles and responsibilities

Comment [BV11]: Depending on size of the organization and requirements – these two roles can be performed by one person.

5.1. IT Service Continuity Manager

[role description] assigns the IT Service Continuity Manager role.

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 reporting and managing information
- Manages work of Service Continuity Management staff
- Develops and maintains ITSCM management process and procedures
- Performs BIA of all services
- Ensures that ITSCM plans and activities are in line with BCM
- Performs risk assessment and risk management
- Attends Change Advisory Board (CAB) meetings if needed
- Performs quality review of all procedures

5.2. Availability Manager

[role description] assigns the Availability Manager role.

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Responsibilities of Availability Manager:

- Overall responsibility for carrying out activities within the scope of Availability Management
- [illegible]
- Plans and manages tool requirements needed to support Availability Management process
- [illegible]
- [illegible]
- Develops, maintains and improves Availability Management process and procedures
- [illegible]
- Ensures that newly developed or changed services deliver availability as required, taking into consideration that a minimum level of availability is implemented
- [illegible]
- Takes part in IT infrastructure design, specifying availability requirements of hardware and software components
- [illegible]
- Monitors actual achievements against agreed achievements of IT services and components with regard to availability parameters
- [illegible]

6. Measurement and metrics

6.1 Measurement

[role description] is responsible to produce reports.

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

[role description] is responsible for ensuring that:

- reports are produced monthly, with quarterly and yearly summaries
- [illegible]
- [illegible]

Comment [BV12]: Or similar role. Change if needed.

Comment [BV13]: [illegible]

Comment [BV14]: Example: IT Service Continuity Manager, Continual Service Improvement Manager

6.2. Metrics

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

- Number of invocations started
- [illegible]
- [illegible] (see Availability Measurement Plan in Appendix) measured through: Availability, Reliability, Maintainability and Serviceability
- [illegible]

Comment [BV15]: Final list depends on tool's possibilities, i.e. requirements.

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

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

Critical Success Factor	Key Performance Indicator
Invocation plan is efficient.	Reduction in number of failures during invocation plan initiation
	[illegible]
[illegible]	Reduction in service unavailability (as a percentage)
	[illegible]
	Reduction in failure of third-party performance, MTRS (as a percentage)
Manage [illegible] of IT service	Improvement in MTBF, MTBSI, MTRS
	[illegible]
	Reduction in system unavailability (as a percentage)

Comment [BV16]: This is an example of CSFs and KPIs. Each organization must develop its own CSFs and KP's depending on organization maturity and environmental circumstances. Achievements against KPI's must be monitored and used in other processes and as a basis for improvement.

7. Managing records kept on the basis of this document

Record name	Storage location	Person responsible for storage	Controls for record protection	Retention time
IT Service Continuity Plan	[tool name or network folder]	[job title]	This record is changed through the Change Management process by Change Authority.	IT Service Continuity Plan is updated. Old versions are archived.
Availability Reports	[tool name]	[job title]	Availability Manager	Reports are kept for [...].
Availability Measurement	[tool name]	[job title]	Availability Manager	Reports are kept for [...].

Comment [BV17]: Overall responsibility for ITSCM. Usually IT Service Continuity Manager.

Comment [BV18]: Change if needed.

Comment [BV19]: Usually Availability Manager

Comment [BV20]: Change if needed.

Comment [BV21]: Example: for current year (YTD) – in [tool name], otherwise archived in [tool name or place of archive].

Comment [BV22]: Usually Availability Manager

Comment [BV23]: Change if needed.

Comment [BV24]: Example: for current year (YTD) – in [tool name], otherwise archived in [tool name or place of archive].

8. Validity and document management

This document is valid as of [date].

Owner of this document is [job title], who must [illegible] least once a year.

Comment [BV25]: This is only a recommendation; adjust frequency as appropriate.

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9. Appendices

- Appendix 1: ITSCM Plan
- Appendix 2: BIA and Recovery
- Appendix 3: Risk Assessment and Treatment
- Appendix 4: IT Service Continuity Plan Test and Review Report
- Appendix 5: Availability Measurement Report
- Appendix 6: Availability Plan

[job title]

[name]

_____

[signature]

Comment [BV26]: Only necessary if the Procedure for Document Control prescribes that paper documents must be signed.

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