

[Organization logo]

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IT SERVICE CONTINUITY MANAGEMENT PROCESS

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Change history

Date	Version	Created by	Description of change
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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 process.

This document is applied to all processes and activities of the SMS.

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

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2. Reference documents

- ISO/IEC 20000-1:2018, clauses 7.5.4.e) & 8.7.2
- Information Security Management Process
- Service Level Management Process
- Supplier Management Process
- Business Relationship Management Process
- Change Management Process

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Commented [20A5]: You can find a template for these documents in the ISO 20000 Documentation Toolkit folder "07_Relationship_Agreement_Processes/07.2_Service_Level_Management".

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Commented [20A8]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "09_Service_Design_Build_Transition_Processes/09.1_Change_Management".

3. Process overview

IT Service Continuity Management (ITSCM) supports [organization name]'s Business Continuity Management in such a way that it provides at least a minimum service level to business services.

IT Service Continuity Management has the following objectives:

- Ensure that the IT Service Continuity Management Plan is produced, implemented, and maintained; see ITSCM Plan in Appendix
- Perform Business Impact Analysis (BIA)
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- Assesses changes from a continuity point of view

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4. Process activities

4.1. Initiation

The IT Service Continuity Manager is responsible to define the following:

[Redacted]

[organization name]

- Responsibilities of [organization name]'s staff
- Requirements regarding compliance with the following standards and regulations: [list standards]
- [Redacted]

Commented [20A10]: [Redacted]

4.2. Requirements and strategy

The IT Service Continuity Manager is responsible to identify and agree on, with the customer and interested parties, IT Service Continuity requirements based on:

- Risk assessment regarding continuity and availability of services
- [Redacted]
- [Redacted]

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BIA, risk assessment, and SLA requirements are an integral part of the ITSCM Plan. The IT Service Continuity Manager is responsible for ensuring that the ITSCM Plan is produced, implemented, and maintained.

Commented [20A13]: [Redacted]

4.3. Ongoing operation

The IT Service Continuity Manager is responsible for ensuring that the following activities are performed:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- The IT Service Continuity Manager is part of the Change Advisory Board.
- Change Management – analyzes all normal changes, evaluates their impact on the ITSCM Plan, and triggers a Request for Change if changes to the ITSCM Plan need to be made.

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4.4. Invocation

The [IT Service Continuity Manager] ensures that invocation of the plan as defined in the Business Impact Analysis and Recovery is clear to all persons involved in ITSCM.

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4.5. Service continuity testing

The IT Service Continuity Manager is responsible for ensuring that:

- [Redacted]
- [Redacted]

[organization name]

- Review is conducted and the Service Improvement Plan is triggered when deficiencies are found, in:
 - [redacted]
 - [redacted]

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5. Roles and responsibilities

[Job title] assigns the IT Service Continuity Manager role.

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Responsibilities of The IT Service Continuity Manager are:

- Overall responsibility for carrying out activities within the scope of ITSCM
- Coordinates with other Service Management roles
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

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6. Measurement and reporting

The IT Service Continuity Manager is responsible to:

- Define and review [annually] the Critical Success Factors (CSFs) that support the current SMS objectives defined in the SMS Plan and corresponding Key Performance Indicators (KPIs) that can be used to monitor the progress on the achievement of the CSFs
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

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Whenever the SMS objectives are updated in the SMS Plan, the IT Service Continuity Manager reviews and updates the CSFs and KPIs in the Matrix of Process Measurements to reflect the new objectives.

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7. Managing records kept on the basis of this document

[organization name]

Record name	Storage location	Person responsible for storage	Controls for record protection	Retention time
IT Service Continuity Management Plan	[tool name or network folder]	IT Service Continuity Manager	This record is changed through the Change Management Process by the Change Authority.	IT Service Continuity Management Plan is updated. Old versions are archived.
Business Impact Analysis and Recovery	[tool name or network folder]	IT Service Continuity Manager	IT Service Continuity Manager	BIA templates are kept for [3 years].
ITSC Plan Test and Review Report	[tool name or network folder]	IT Service Continuity Manager	IT Service Continuity Manager	Reports are kept for [3 years].

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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.

Commented [20A32]: Please insert the appropriate job title according to your organization practices, e.g.: IT Manager, Service Manager, etc.

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9. Appendices

- Appendix 1 – IT Service Continuity Management Plan
- Appendix 2 – BIA and Recovery
- Appendix 3 – IT Service Continuity Plan Test and Review Report

[Job title]

[Name]

[Signature]

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