Service Continuity Management

Standard Practice Document

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Document History

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Statement of Confidentiality

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Section A: Introduction

1. Overview

The purpose of this document is to describe the top-level IT Service Continuity Management process and define the activities for each sub-process area. Five sub-process areas make up the IT Service Continuity Management Process as described later in this document. The document consists of detailed process flow diagrams, with procedures and corresponding RACI (Responsible, Accountable, Consulted and Informed) matrix and governance, control mechanisms.

2. Process Goals & Objectives

The goal for ITSCM is to support the overall Business Continuity Management process by ensuring that the critical IT Services can be recovered within the required and agreed-upon, timescales

The objectives of the Service Continuity Management process are to:

- Ensure continuity & recover mechanisms
- Maintain service continuity & recovery plans
- Perform business impact analysis
- Conduct risk assessment & management exercises
- Negotiate & agree necessary contacts with supplier

3. Scope

Scope refers to the boundaries or extent of influence to which Service Continuity Management applies. This section provides the scope for Service Continuity Management regarding the process itself, Customers, Service Providers and IT Service and Service Components and environment.

The Service Continuity Management process scope will cover all IT Services, Processes and Documentation. All Service Continuity Management activities referred to in this document should be implemented in full, operated as implemented, measured, and improved as necessary.

4. Benefits

The principal benefits of IT Service Continuity Management, when combined with effective Availability and Change Management are:

- Enables the business to continue operations during a service disruption
- Allows the organization to identify, assess and take responsibility for managing risks
- Works to protect the interests of the stakeholders, which include customers, staff, creditors, investors and third parties
- Instill confidence for key stakeholders about the organization's preparedness and readiness in being able to continually operate in the event of a major outage
- Provides increased organizational credibility by demonstrating interest in protecting the scientific research.
- Preparedness and established procedures during an IT Service disruption

5. Policies

The policies for IT Service Continuity Management are as follows:

An IT Service Continuity Management (ITSCM) process, Business Impact Analysis and IT Service Continuity Plan will be established and managed under a formal management process to help ensure:

- Quality and consistency across the organization.
- For Critical Business Process
- Minimum operating requirements during recovery's recovery time: Objectives
- Recovery Point Objectives on IT Services Dependencies
- List of Threats for IT Services

Business Impact Analysis provides management with information required in order to identify and prioritize critical business processes. A Risk Assessment for each Service Area provides the list of potential events and incidents that could threaten the execution of critical business processes.

The risks are identified and their probabilities of occurrence including the impact on the business are estimated. Yearly testing plan document, which includes a of test to perform.

- Use of the Change Management process for managing changes to the IT Service Continuity Plan and Procedures (Service Catalog Document).

- Staff will be trained in their role and responsibilities during a continuity situation on a periodic base including participation of customer's staff.

- Procedures for bringing effected systems back to normal operations.

- Formal process improvement procedures.

The IT Service Continuity Management plan will be formally documented and made available to those individuals responsible for their implementation. The final step in any approved change will be updating the CMDB, and the Change cannot be completed without this step.

Test Schedule

Whenever possible, live events will be used as functional tests and reviewed for effectiveness in continuity planning and execution. If a live event does not occur, a table-top exercise will be planned.

6. Key Terms & Definitions

Business Impact Analysis: It is a systematic process to determine and evaluate the potential effects of an interruption to critical business operations as a result of a disaster, accident or emergency.

Vital Business Function: Business-critical elements that are supported by an IT service

Recovery Plan: The plans contain detailed instructions for returning specific services and/or components to a working state from a Major failure.

Recovery Time Objective: Is the targeted duration of time and a service level within which a business process must be restored after a disaster (or disruption) in order to avoid unacceptable consequences associated with a break in business continuity.

Recovery Point Objective: Is the maximum acceptable amount of data loss measured in time. It is the age of the files or data in backup storage required to resume normal operations if a computer system or network failure occurs.

Table Top: The tabletop exercise is a meeting to discuss a simulated emergency situation

Section B: Roles and Responsibilities

1. User Roles and Functions

The responsibilities of various user roles in Service Continuity Management are listed as follows:

Roles	Responsibilities
IT Service Continuity Manager	IT Service Continuity Preparedness Activities: • Ensure development of the IT Service Continuity Management Plan(s) and manage the overall plan to ensure that it meets current business recovery objectives. • Ensure that all IT Service areas are prepared and able to respond to identified events that could result in business continuity and restoration activities. • Invocation of the IT Service Continuity Management Plan(s). • Maintain an IT Service Continuity Management Testing Plan/Schedule. • Perform Gap Analysis during IT Service Continuity Management Plan(s) testing • Build Improvement Action Plans to resolve gaps. • Deliver final Test(s) report to Stakeholders. • Ensure ITSCM service owners review procedures at least annually and that updates are incorporated into the Test Schedule. • Communicate and maintain awareness of IT Service Continuity Management objectives within the business areas supported and IT Service areas. • Undertake regular reviews, at least annually, of the IT Service Continuity Management Plan(s) with the business areas to ensure that they accurately reflect the Business Processing Environment. • Ensure that contracts with providers of third-party recovery services are current and accurate.

Roles	Responsibilities
	IT Service Continuity Event Management Activities • In partnership with the Incident Manager and Computing Management execute IT Service Continuity Plan
Executive Management Sponsor	IT Service Continuity Preparedness Activities: ● Provide input to the IT Service Continuity Plan ● Sponsor and support the plans IT Service Continuity Event Management Activities ● Fulfill activities as described in the IT Service Continuity Plan
Service Owner	IT Service Continuity Preparedness Activities: ● Maintains accurate recovery procedures in the Service Catalog Document ● Be aware of IT Service Continuity plan IT Service Continuity Event Management Activities ● Fulfill activities as described in the IT Service Continuity Plan
IT Recovery Team	IT Service Continuity Preparedness Activities: ● Be aware of IT Service Continuity plan IT Service Continuity Event Management Activities ● Fulfill activities as described in the IT Service Continuity Plan

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2. RACI Matrix

The following RACI chart outlines which positions are Responsible, Accountable, Consulted, and Informed for each service desk process.

	Activities	IT Service Continuity Manager	Service Owner	IT Recovery Team	Executive Management Sponsor
1	Establish IT Service Continuity Management Plan(s)	R, A	I	I	C
2	Service continuity preparedness	R, A	R	R	
3	Continuity Requirements & strategy planning	R, A	R	C, I	
4	Continuity Implementation	A	A	R	I
5	Continuity Ongoing operations	A	A	R	
6	Continuity Invocation	R, A	R	R	I
7	Monitoring service continuity activities	R	R		
8	Process Improvement plans	R, A	R		