IT Service Continuity Management Process Flow

Analysis
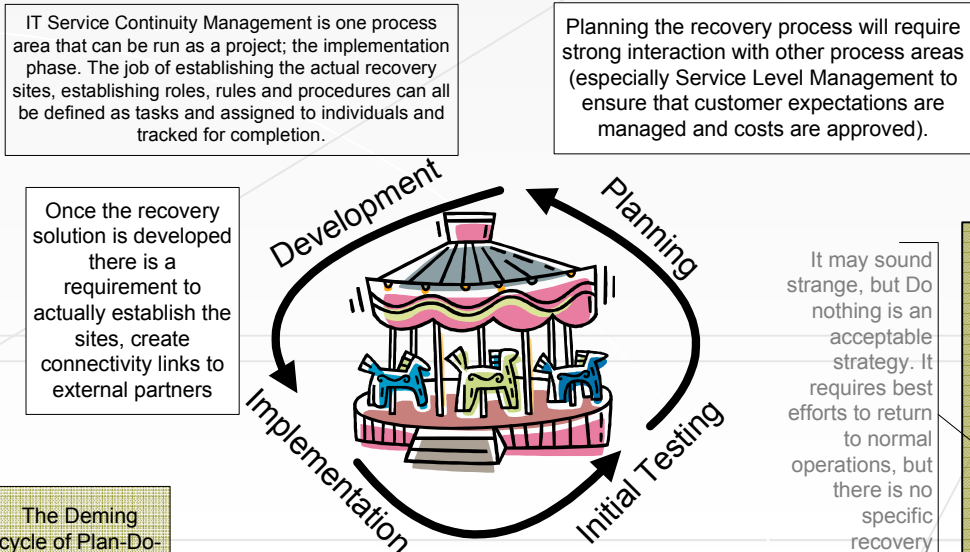
Business Factors

- Availability Requirements
- Impact Assessment
- Recovery Plan

Business Impact Analysis

Business Continuity Plan
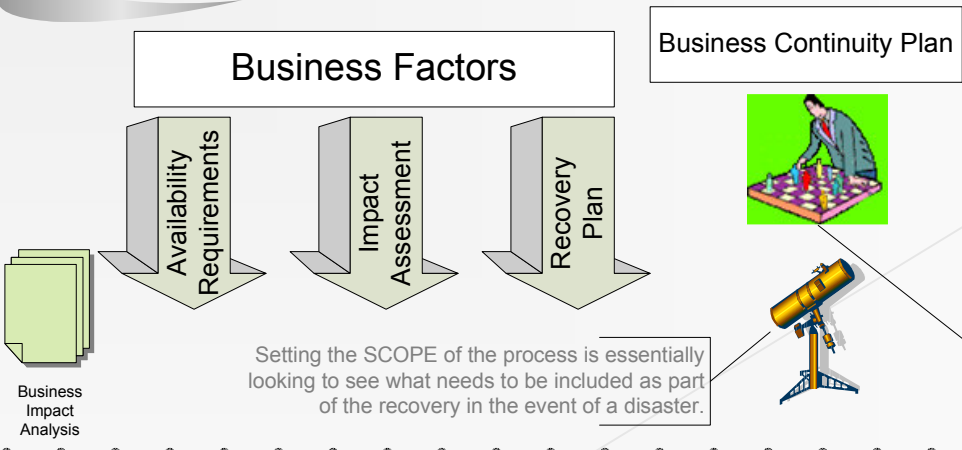
The Continuous Challenge

Risk   Cost

Setting the SCOPE of the process is essentially looking to see what needs to be included as part of the recovery in the event of a disaster.

The Business Continuity Plan must be the starting point for the IT Recovery plan. The Business may decree that in times of disaster other functional areas (away from I.T) are more critical and all efforts to return those areas to normal operation must be made.
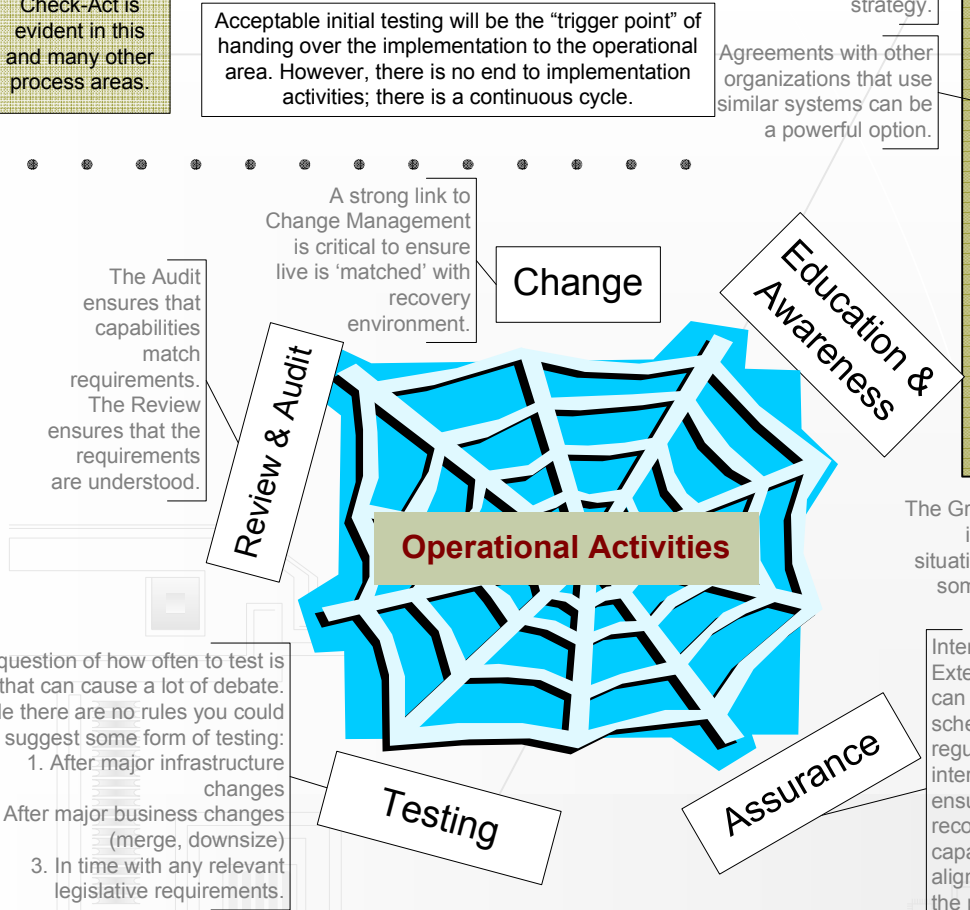
Implementation

IT Service Continuity Management is one process area that can be run as a project; the implementation phase. The job of establishing the actual recovery sites, establishing roles, rules and procedures can all be defined as tasks and assigned to individuals and tracked for completion.

Planning the recovery process will require strong interaction with other process areas (especially Service Level Management to ensure that customer expectations are managed and costs are approved).

This flow chart has a specific process focus, but also indicates where other processes contribute.

Once the recovery solution is developed there is a requirement to actually establish the sites, create connectivity links to external partners

- Development
- Planning
- Implementation
- Initial Testing

The Deming cycle of Plan-Do-Check-Act is evident in this and many other process areas.

Acceptable initial testing will be the "trigger point" of handing over the implementation to the operational area. However, there is no end to implementation activities; there is a continuous cycle.

It may sound strange, but Do nothing is an acceptable strategy. It requires best efforts to return to normal operations, but there is no specific recovery strategy.

Agreements with other organizations that use similar systems can be a powerful option.

When the time comes… and it will come… how will you respond?

Do nothing

Revert to Paper systems

Rely on Reciprocal agreements

Gradual recovery

Intermediate recovery

Immediate recovery

Hybrid solution

Ongoing

A strong link to Change Management is critical to ensure live is 'matched' with recovery environment.

Change

Education & Awareness

The Audit ensures that capabilities match requirements. The Review ensures that the requirements are understood.

Review & Audit

Operational Activities

The Gradual, Intermediate and Immediate methods increase in cost and recovery speed. In most situations a hybrid solution is most practical where some systems are recovered faster than others.

The question of how often to test is one that can cause a lot of debate. While there are no rules you could suggest some form of testing:
1. After major infrastructure changes
2. After major business changes (merge, downsize)
3. In time with any relevant legislative requirements.

Testing

Assurance

Internal and External audits can be scheduled at regular intervals to ensure that the recovery capability is aligned with the production environment.

Did you know…?
BS 15000, AS 8018 and ISO 20000 are standards for IT Service Management.
In each of these the Availability and Continuity processes are combined.

Important note:
Internationally recognized flowchart symbols are used when their use is unambiguous

Decision

Stored Data

Predefined process

Document

Manual Operation
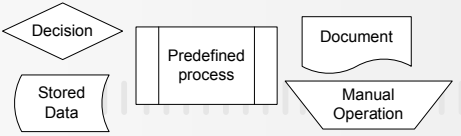
This flow chart prepared by The Art of Service as a representative example. Errors and Omissions Excepted

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