



# IT Services Continuity Management Policy

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## 1. Purpose, scope and users

The purpose of this Policy is to define the objective, scope, value and basic rules for the ITS continuity management system (BCMS).

- Produce and maintain IT service continuity plans and associated mechanisms that support business continuity plans and meet or exceed the agreed business continuity targets.
- Complete regular business impact analysis (BIA) exercises to ensure that all continuity plans are maintained in line with changing business impacts and requirements.
- Conduct regular risk assessment and management exercises to manage IT services within an agreed level of business risk in conjunction with the business and the availability management and information security management processes.
- Assess the impact of all changes on IT service continuity plans and supporting methods and procedures.

IT service continuity management (ITSCM) focuses on events that the business considers significant enough to be treated as a 'disaster'. ITSCM primarily considers the IT assets and configurations that support the business processes.

This Policy is used as part of the implementation of ISO 22301. This Policy covers all the Information Technology aspects of business continuity management for SCW ITS.

## 2. Reference documents

- ISO 22301 standard; clauses 4.1, 4.3, 5.3, 6.2 and 9.1.1
- ISO/IEC 27001 standard section A.17
- Risk Management Framework
- Business Continuity Plan
- Business Continuity Process
- Incident Management Communication Plan

### 3. Business Continuity Management

#### **Purpose of Business Continuity Management**

The purpose of IT service continuity management is to identify potential threats to an organisation and the impacts to business operations those threats might cause, and to provide a framework for building organisational resilience with the capability of an effective response.

Business continuity management is implemented as defined in the following documents:

- Business Continuity Process
- Business Continuity Plan
- Risk Management Framework
- Business Continuity Exercising and Testing Report

#### **Setting Business Continuity Objectives**

The Incident and Business Continuity Manager - ICT is responsible for ensuring that the objectives for the BCMS method for measuring the achievement of those objectives - those objectives and methods are documented in Business Continuity Exercising and Testing Report. The Head of Service Delivery is responsible for reviewing those objectives at least once a year.

Objectives for;

1. Exercise testing planning and reporting
2. Maintenance and Review
3. Post Incident Review

#### **Scope**

The Business Continuity Management System is implemented for South Central and West ITS with special attention paid to activities identified during Business Impact Analysis such as;

- Backups
- Anti-Virus
- Desktop Support
- Service Level Agreements

- Uptime of all applications and equipment
- Maintenance and patch management of servers and desktops
- Network Infrastructure

Business continuity management must ensure that the above will recover to a pre-defined level and that this is understood and agreed by all stakeholders.

The Senior Executive Management Team must review the BCMS at least once a year or each time a significant change occurs. The purpose of management review is to establish the suitability, adequacy and effectiveness of the BCMS.