



IT Service Continuity Management

ITILv3 Foundations

<http://www.jasondion.com>



IT Service Continuity Management

- Responsible for ensuring that the service provider can always provide the minimum agreed upon service levels
- Manages the risks associated with a disaster (and more) that could seriously affect critical IT services

Management of Risk

- Risk analysis focuses on **likely** events and their impacts
- ITSCM looks at unlikely events (but conceivable ones) that would have large impacts on your services, therefore contingencies plans must be considered and made
- Considers the Business Impact Analysis (BIA) to produce the IT Service Continuity Plan



ITSCM and Risk Analysis

	Low Impact	High Impact
High Likelihood	Availability Management	Availability Management
Low Likelihood	Availability Management	IT Service Continuity Management



IT Service Continuity Management Process Workflow

