

## **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

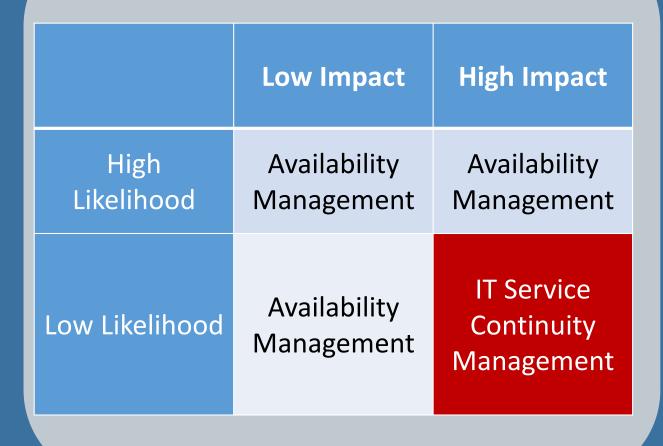


## **Management of Risk**

- Risk analysis focuses on <u>likely</u> 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





## IT Service Continuity Management Process Workflow

