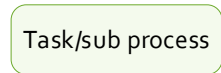


This template contains illustration to design ITR-specific Visio diagrams



Process and process step
This element is always a link to where the process is describes

Use predefined Microsoft colors to assign role: Explain the role with a colors pawn, color the box with the same color and 50% transparenc, e.g.:



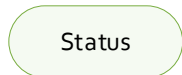
Task, sub process in imperative form "Do this and that"



Input/output, document



Start/end



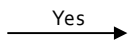
Status (at start, end or intermediate) given as past participle (e.g. "Service needed").



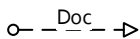
Decision (add question with Question mark (e.g. "Test successful?")



AND – all incoming arrows ready before continue



Sequence flow



Message flow (optional)

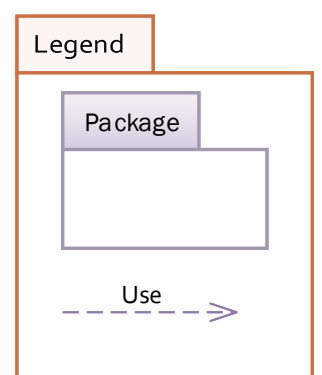
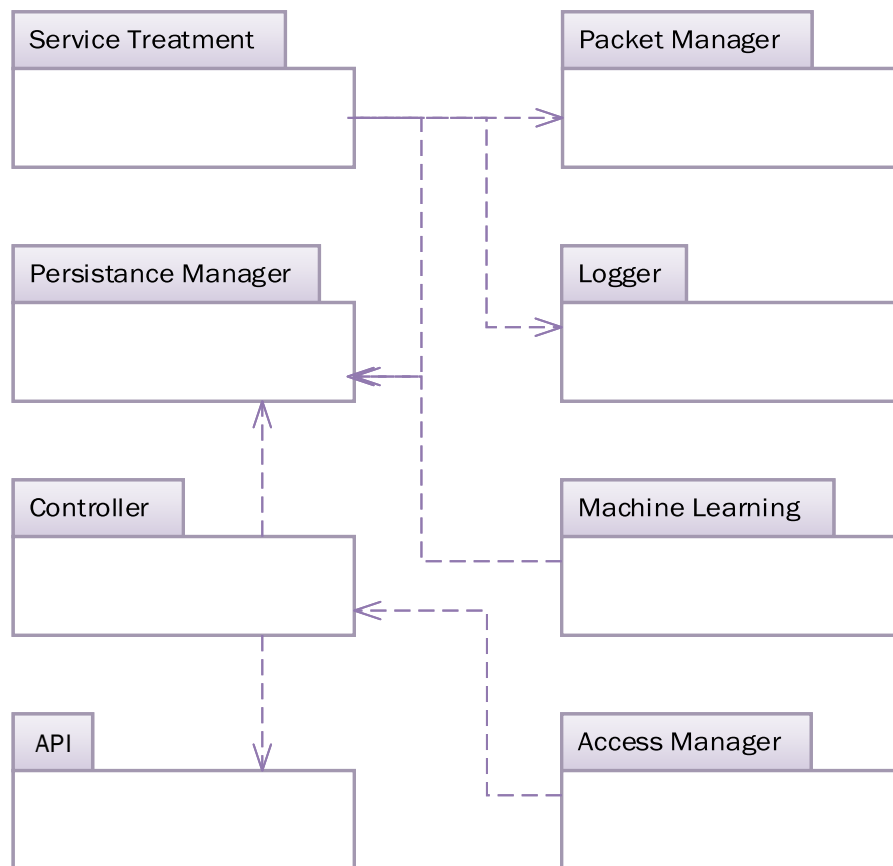
Legend

- CEO, CISO, Crisis team
- Risk Owner, Asset Owner
- Managers
- Employee, author...
- QM, DPO

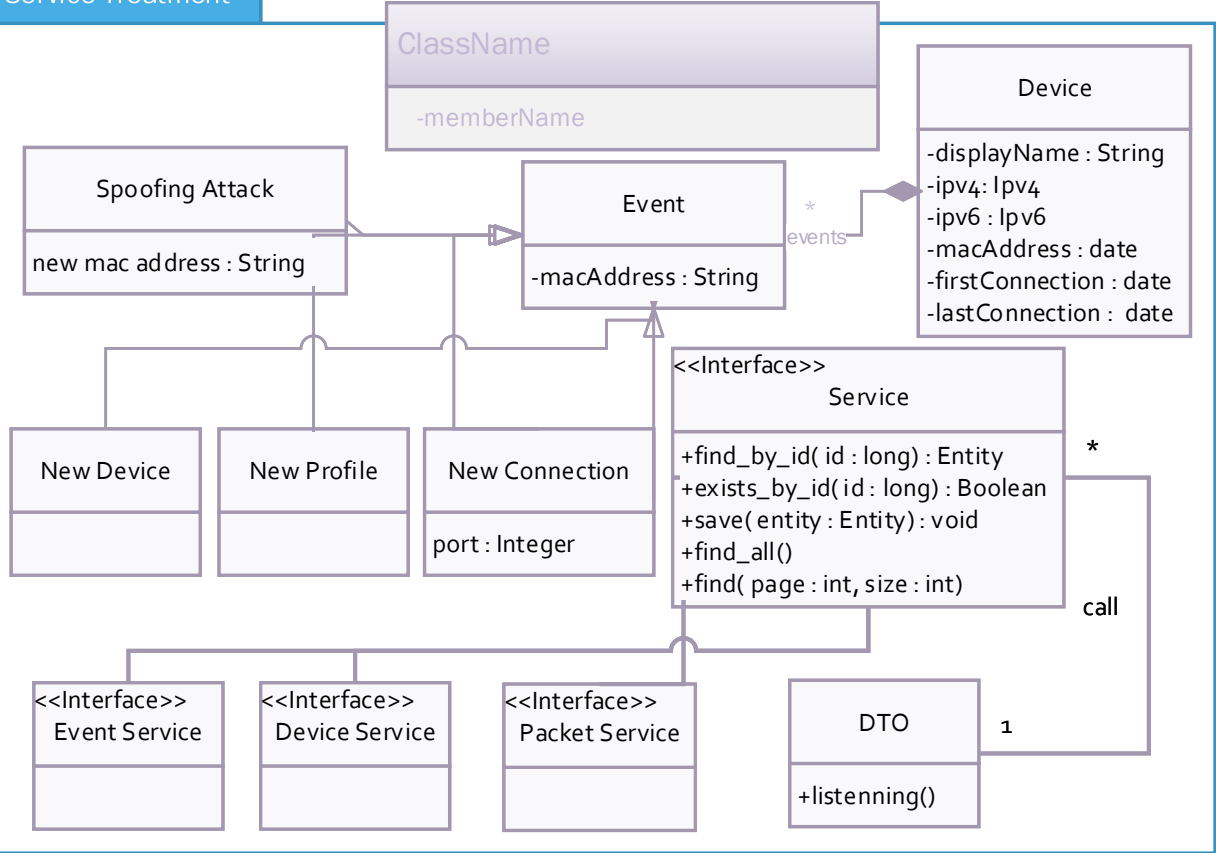
Use Pool/Lane and adapt in Cross-functional Flowchar to change Orientation, add elements, change style if useful; in Design, apply Theme Whisp; Variant Color LGS (with offical Service colors)

	Function	Choose Accent 1 color for internal role	...Accent x color others
Phase			
usage is optional			

Reference: STA_01-7-V
Version: 1.0
Status: Final
Owner: CAO
Application: 13/06/2020

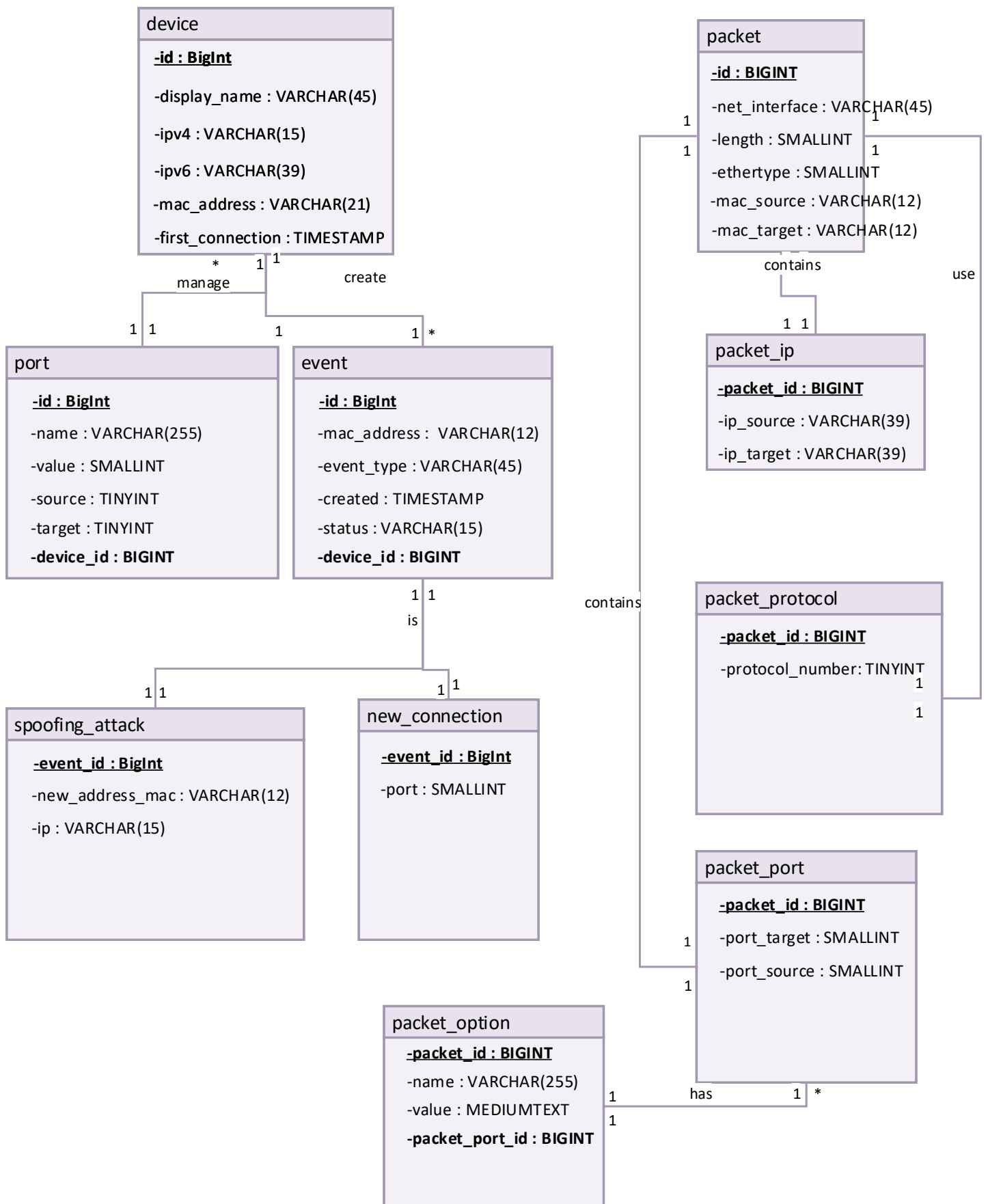


Service Treatment

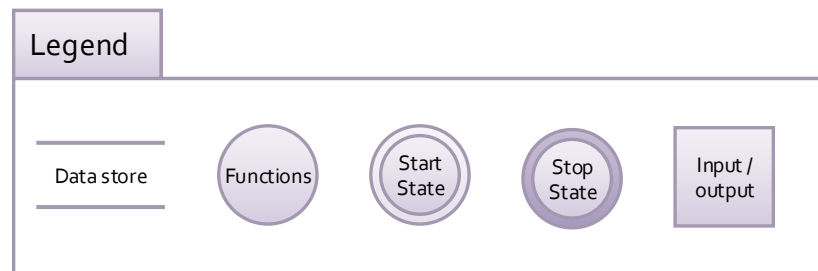
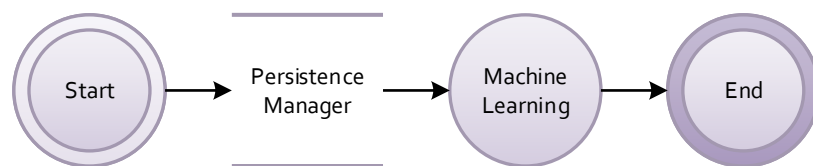
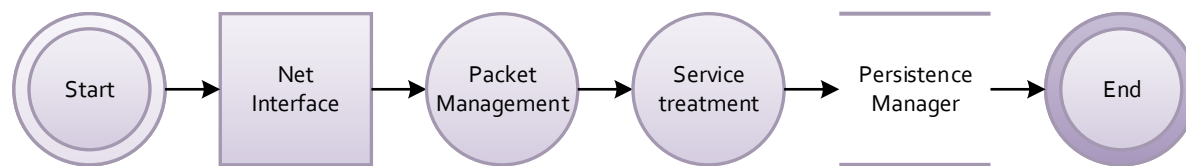


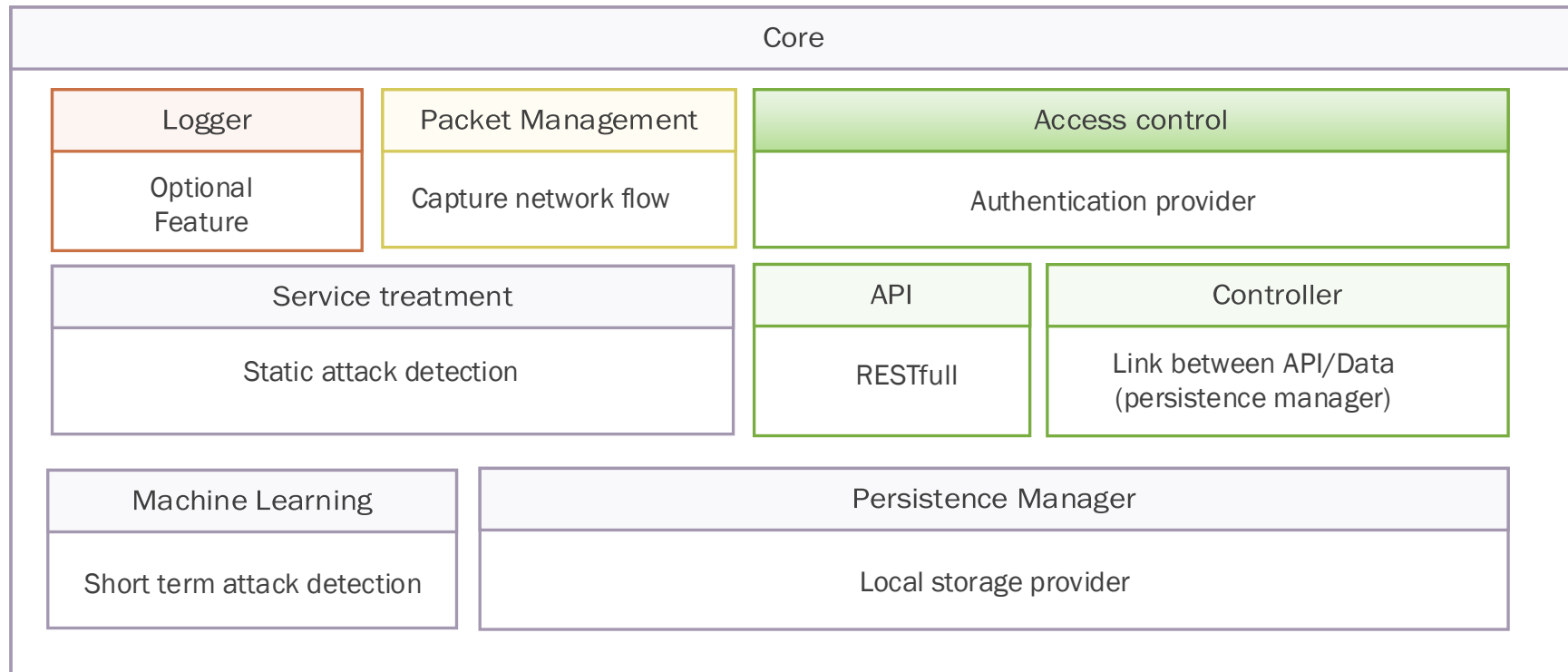
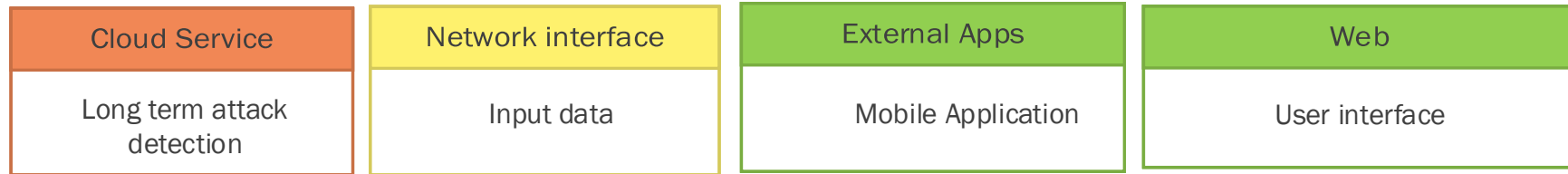
PackageName

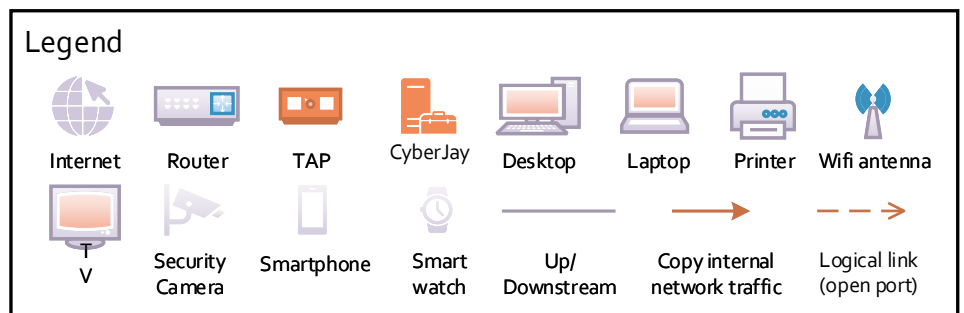
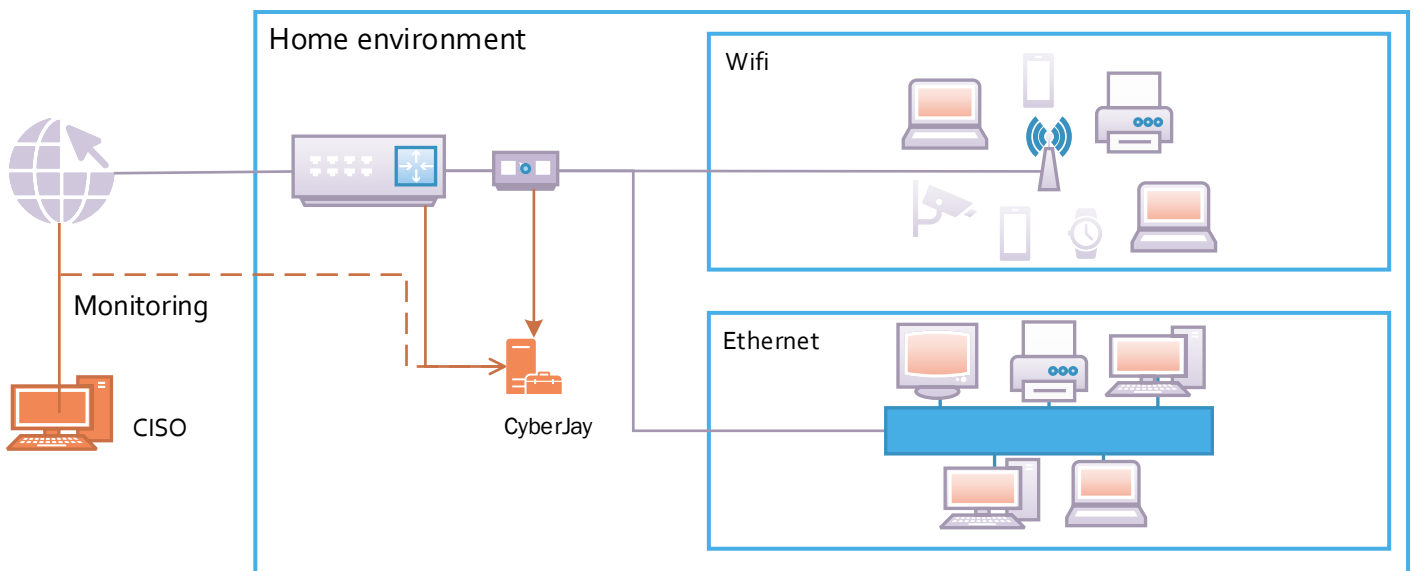
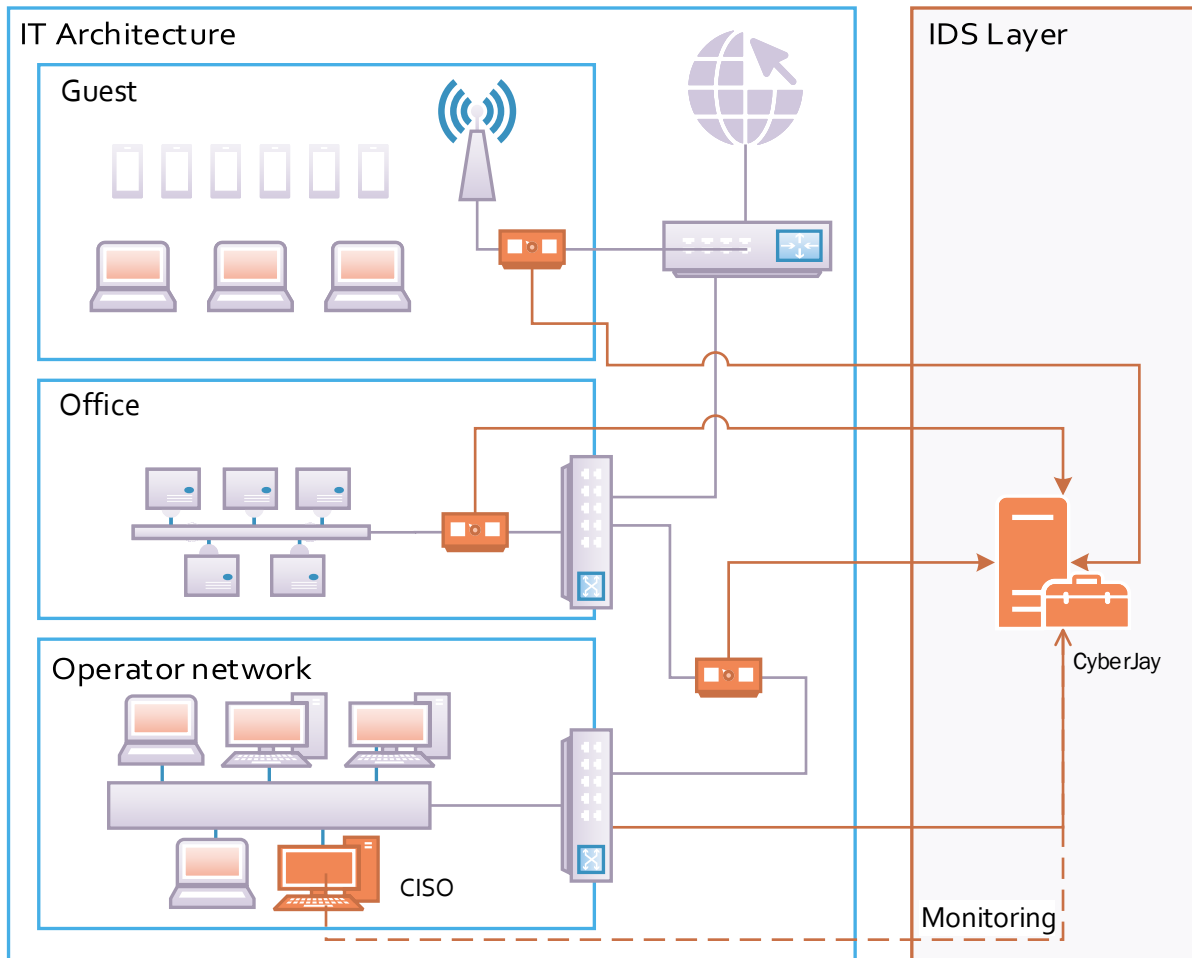




Note: Spaces in the box cannot be reduce due to a problem in the model







BCP and RM process




Business Continuity Plan

Contingency management

Business Continuity Plan

Crisis management

Legend

-  Crisis Management Team
-  BCC
-  Managers

Incident occurred

Assess situation

BCP escalation required?

No

Yes

Situation covered by BCP?

No

Yes

Declare BCP activation

Execute BCP actions

Monitor escalation conditions

Escalation needed?

Yes

No

Incident stabilised; recovery required

Recovery management

Incident resolved

Execute contingency actions

Monitor escalation conditions

Escalation or monitoring needed?

Monitoring

Escalation

None

Crisis management required

Organise crisis team meeting

Assess situation
Decide measures
Announce crisis

Implement measures

Meet with crisis team & assess situation

Situation covered by BCP?

No

Yes

Announce the end of the crisis

Crisis managed

Business continuity process (BCPProcess)

Recovery Process