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| **TSC Category** | Business and Project Management | | | | | |
| **TSC Title** | Disaster Recovery Management | | | | | |
| **TSC Description** | Develop and implement internal policies, processes and arrangements to guide and enable the prompt recovery of critical IT infrastructure and systems following a crisis or disaster. This includes monitoring the efficiency and effectiveness of response to significant incidents or disruptions and reviewing the organisation's disaster recovery plan and processes. | | | | | |
| **TSC Proficiency Description** | **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** | **Level 6** |
|  |  |  | **ICT-SNA-4010-1.1** | **ICT-SNA-5010-1.1** | **ICT-SNA-6010-1.1** |
|  |  |  | Identify and implement recovery solutions to support disaster recovery strategies | Design a disaster recovery plan and review recommendations for alternate solutions and recovery or back up procedures | Anticipate future needs of the organisation's IT infrastructure, and apply relevant global standards to the organisation's disaster recovery strategy, policies and guidelines |
| **Knowledge** |  |  |  | * Potential disasters or crises impacting IT processes or services * Considerations for setting Recovery Time Objective (RTO) and Recovery Point Objective (RPO) * Disaster recovery processes, action steps and options | * Trends in disasters, crises or emergencies that may impact business IT processes * Optimisation of RTO and RPO * Requirements for development of a disaster recovery plan * Pros, cons and considerations to evaluate recommended disaster recovery processes or options * Quality assurance standards for disaster recovery management | * Projected trends or potential future disasters * Future IT infrastructure needs * Global and industry standards for disaster recovery policies, regulations and best practices * Performance benchmarking standards for disaster recovery plans |
| **Abilities** |  |  |  | * Demonstrate awareness of commonly-encountered disasters, crises or exigencies * Analyse key business functions and operational requirements to recommend RTO and RPO of critical systems and processes * Develop safeguards and solutions alternate facilities, manual procedures, data centre recovery and back up processes to support disaster recovery strategies * Test out disaster recovery plans, and resolve operational issues that surface * Implement appropriate processes, systems and tools to ensure efficient recovery of critical IT infrastructure and systems following a disaster * Monitor outcomes of disaster recovery plan against key performance benchmarks * Implement follow-up actions to enhance effectiveness of disaster recovery processes | * Identify current trends in disasters, crises or exigencies that can impact business IT processes * Translate disaster recovery strategy into recovery plans for facilities, supply, user records, technical software and hardware, and data * Design a disaster recovery plan with clear objectives, scope, elements and optimal RTO and RPO parameters, as well as defined roles and responsibilities * Oversee the testing of disaster recovery plans and identify areas for enhancement * Review recommendations for mitigating safeguards and alternate solutions according to internal disaster recovery guidelines * Establish quality assurance method for disaster plan, using regulatory guidelines and key performance benchmarks * Review disaster recovery plans and processes to recommend process enhancements or system changes to improve overall effectiveness | * Anticipate potential disasters or crises, and future needs of the organisation's IT infrastructure * Incorporate suitable global standards in the development of disaster recovery strategy, policies and guidelines * Determine cost-effective recovery strategies, emphasizing recovery priorities for the business * Approve the disaster recovery plan, ensuring alignment of RTO, RPO, and supply, user, technical and data recovery processes with the organisation's disaster recovery policies and benchmarks * Develop key performance benchmarks to measure the effectiveness and efficiency of disaster recovery plan * Establish post-disaster assessment protocols to review disaster recovery effectiveness, and maintain oversight of results |
| **Range of Application** |  | | | | | |