

Consulting Cloud Preview

**SERVICE PACKAGE: SL0021**

ICT SERVICE CONTINUITY MANAGEMENT

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**Note: The audience for this IT Service Product is the CUSTOMER executive who hold the budget and makes purchasing decisions (the IT Service Product buyer).**

<b>1.0 IT SERVICE PRODUCT OVERVIEW</b>	
<b>1.1 Reference #</b>	SL0021
<b>1.2 Name</b>	ICT Service Continuity Management
<b>1.3 Description</b>	<p>ICT Service Continuity Management is the practice of ensuring that a defined ICT service can remain functioning (or be quickly restored to a functioning state) following a failure of an application, infrastructure component or the facilities hosting it. The resilience designed into solutions and speed at which the ICT service can be restored depends on the needs of the business, and the cost of maintaining redundancy in the applications, systems and infrastructure.</p> <p>Disaster Recovery is the implementation of plans, processes and actions to restore the ITC components required to provide services.</p> <p>An example of a Disaster Recovery plan is setting up a spare email server at a secondary Data Center facility. If the primary Data Center facility is destroyed (e.g. by fire), the spare email server at the secondary facility can be loaded up with the previous night's backup and used as the email server until a new main data center is found.</p> <p>Business Continuity Planning is a business activity, and addresses a Business Unit's ability to continue operating without ICT systems or office facilities.</p>