IT service continuity plan

[Company name]

[Team/Service]

[Building]

[Address]

[Address]

[Postal code] [City]

[Country]

[webaddress.com]

Version [0.0.0]

Date [dd/mm/yyyy]

**Next review date [dd/mm/yyyy]**

**Table of content**

Document history, change log 2

Plan owner 3

Plan distribution 3

Plan storage 3

Plan review data 3

Scope and objectives 4

Recovery time objective (RTO) 4

Recovery point objective (RPO) 4

Activation Team 5

Recovery Team 5

Responsibility 5

Dependencies 6

Expected response time 6

Recovery strategy initial recovery 6

Recovery scenarios if initial recovery fails 7

Return to operations 8

Disclaimer 8

**End of IT service continuity plan 8**

**Document history, change log**

*(Whenever the content of this plan is changed, mark the changes to have a clear audit trail)*

|  |  |  |
| --- | --- | --- |
| **Date** | **Description of change & reason** | **Author** |
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**Plan owner**

*(It is important to assign a person with the overall responsibility for the plan to make sure it is maintained and reviewed)*

Name of plan owner, role/title : [First name last name], [role/title]

The plan owner is the owner of this IT service continuity plan and responsible for that it is reviewed, updated and tested in accordance with internal business continuity requirements.

**Plan distribution**

*(The plan can contain confidential sensitive company and personal data, it is therefore important to keep the document secure and keep track of who has received the plan)*

|  |  |
| --- | --- |
| **Name** | **Role** |
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**Plan storage**

*(As good practice save/store multiple copies as a contingency arrangement, a hard copy, saved to a memory stick or a secured external location, in case of ICT failure)*

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| --- |
| **Storage place or file path to plan** |
|  |
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|  |

**Plan review data**

*(To make sure all information is up to date, names, phone numbers, procedures etc)*

This plan will be reviewed and updated each [x] month, next review is due date see front page.

**Scope and objectives**

*(The purpose of this plan, service area and service offering that depends on the service at risk and the prioritising of the recovery during an emergency)*

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**Recovery time objective (RTO)**

*(The maximum length of time IT processes can be down or non accessible before affecting the business)*

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**Recovery point objective (RPO)**

*(The maximum interval of data loss since last IT service backup where the business still can operate with normal business processes)*

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|  |

**Activation Team**

*(A list of members that are able to activate the IT service continuity plan)*

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Mobile** |
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**Recovery Team**

*(A list of members of the IT service continuity plan team that are able to efficiently recover services according to the plan)*

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| --- | --- | --- |
| **Name** | **Role** | **Mobile** |
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**Responsibility**

*(Description of responsibility for key personnel and authorisation to spend more resources than the normal staffing and financial limit in case of emergency incidents)*

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**Dependencies**

*(Outline what part of business and processes are depending on applications, services or technical components to recover from an ICT emergency)*

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**Expected response time**

*(Identify and document expected response time for each step, process, personal and external third-party services)*

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**Recovery strategy initial actions in headlines**

*(Identify and document all resource requirements and determine a plausible recovery strategy, based on the need of the business, headlines with short explanation)*

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**Recovery scenarios initial actions in details**

*(Outline a detailed plan of “Recovery strategy initial actions in headlines” listed down to the smallest detail including manual workarounds)*

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**Return to operations**

*(List the process going from the emergency disaster recovery scenario and back to normal operation of all ICT depending processes)*

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**Disclaimer**

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**End of IT service continuity plan**