

# 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
<b>End of IT service continuity plan</b>	<b>8</b>

## 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

## 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

## 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)*

Storage place or file path to plan

## 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)*

## Recovery time objective (RTO)

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

## 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)*

## Activation Team

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

Name	Role	Mobile

## Recovery Team

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

Name	Role	Mobile

## 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)*

--

## **Dependencies**

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

## **Expected response time**

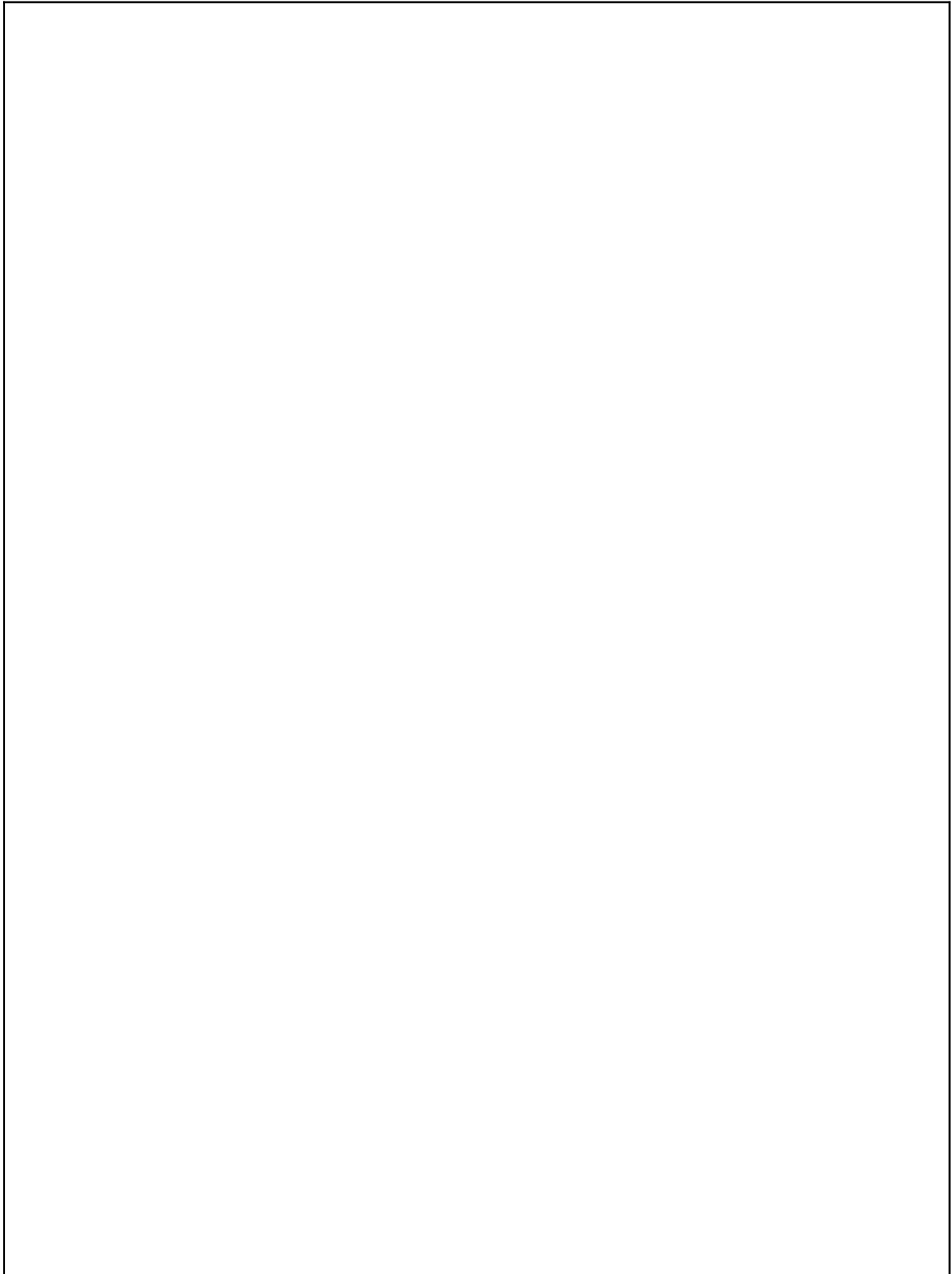
*(Identify and document expected response time for each step, process, personal and external third-party services)*

## **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)*

## **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)*

A large, empty rectangular box with a thin black border, occupying most of the page. It is intended for the user to outline a detailed plan of recovery strategy initial actions in headlines, listed down to the smallest detail including manual workarounds.

## **Return to operations**

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

## **Disclaimer**

Any information and templates provided by Byfrost [www.byfrost.com](http://www.byfrost.com) are for references only and therefore strictly used at your own risk.

## **End of IT service continuity plan**