
	IT SERVICE CONTINUITY MANAGEMENT STANDARDS AND PLAN		
	Information Technology Division		
	Business Continuity Management		
	Prepared By	Information Technology	
Policy Owner	Information Technology	Last Update By/ Date	03/19/2018

TABLE OF CONTENTS

1.0	INTRODUCTION	3
1.1	PURPOSE AND OBJECTIVES	3
1.2	SCOPE	3
2.0	RELATED DOCUMENTS	4
3.0	ORGANIZATION OF THIS DOCUMENT	4
4.0	ITSCM POLICIES	4
5.0	ITSCM PROCESS	4
5.1	INITIATION	4
5.1.1	POLICY SETTING	4
5.1.2	SCOPE DEFINITION	4
5.1.3	PROJECT INITIATION	5
5.2	REQUIREMENTS AND STRATEGY FORMULATION	5
5.2.1	BUSINESS IMPACT ANALYSIS.....	5
5.2.2	RISK ANALYSIS	5
5.2.3	IT SERVICE CONTINUITY STRATEGY FORMULATION	5
5.3	IMPLEMENTATION	5
5.3.1	ORGANIZATION PLANNING.....	5
5.3.2	DEFINITION OF IT SERVICE CONTINUITY PLAN	5
5.3.3	DESIGNING IT SERVICE SPECIFIC RECOVERY PROCEDURES	6
5.3.4	DESIGNING THE TESTING PLAN	6
5.4	ONGOING OPERATIONS	6
5.4.1	EDUCATION, AWARENESS AND TRAINING	6
5.4.2	TESTING.....	6
5.4.3	CHANGE MANAGEMENT.....	6
6.0	PERFORMANCE EVALUATION	6
6.1	IT SERVICES ARE DELIVERED AND CAN BE RECOVERED TO MEET BUSINESS OBJECTIVES	6
6.2	AWARENESS THROUGHOUT THE ORGANIZATION OF THE ITSCM PLAN AND RECOVERY PROCEDURES	7
6.3	INTERNAL AUDIT	7
6.4	MANAGEMENT REVIEW.....	7

	IT SERVICE CONTINUITY MANAGEMENT STANDARDS AND PLAN		
	Information Technology Division		
	Business Continuity Management		
	Prepared By	Information Technology	
Policy Owner	Information Technology	Last Update By/ Date	03/19/2018

7.0 IMPROVEMENT..... 7

 7.1 NONCONFORMITY AND CORRECTIVE ACTIONS..... 7

 7.2 CONTINUAL IMPROVEMENT 7

8.0 INTRODUCTION 8

 8.1 PURPOSE AND OBJECTIVES 8

 8.2 SCOPE 8

9.0 RELATED DOCUMENTS 9

10.0 ITSCM-RT ORGANIZATIONAL STRUCTURE..... 9

11.0 ITSCM ROLES AND RESPONSIBILITIES..... 9

12.0 IT SERVICE CONTINUITY PROCEDURES..... 11


 PLANNING STAGE..... 12

 RESPONSE AND RECOVERY STAGE..... 13

 POST DISASTER STAGE 14

 COMMUNICATION AND MONITORING STAGE 14

13.0 ITSCM PLAN REVIEW AND IMPROVEMENT 15

	IT SERVICE CONTINUITY MANAGEMENT STANDARDS AND PLAN		
	Information Technology Division		
	Business Continuity Management		
	Prepared By	Information Technology	
Policy Owner	Information Technology	Last Update By/ Date	03/19/2018

IT SERVICE CONTINUITY MANAGEMENT STANDARDS

1.0 INTRODUCTION

The Group (i.e. Technology Group within ABS-CBN Corporation and the subsidiaries who will adopt these standards) is committed to provide outstanding services and products to its customers, employees, shareholders and suppliers. To ensure the effective availability of essential products and services, the Group provides this IT Service Continuity Management Standards (“Standards”) in support of a comprehensive program for business continuity, disaster prevention and total business recovery.

1.1 PURPOSE AND OBJECTIVES

The purpose of IT Service Continuity Management (“ITSCM”) is to support the overall Business Continuity Management (“BCM”) process by ensuring that the required IT systems, facilities and services (including computer systems, networks, applications, data repositories, telecommunications, environment, technical support and Service Desk) can be resumed within required, and agreed, business timescales.

The objectives of ITSCM are to:


1. Maintain a set of IT Service Continuity Plan (“ITSCM Plan”) and IT Service Specific Recovery Procedures (“Recovery Procedures”) that support the overall Business Continuity Plans.
2. Complete regular Business Impact Analysis (“BIA”) exercises to ensure that all continuity plans are maintained in line with changing business impacts and requirements.
3. Conduct regular Risk Analysis and Management (“RAM”) exercises, particularly in conjunction with the business and the Availability Management and Security Management processes that manage IT services within an agreed level of business risk.
4. Provide advice and guidance to all other areas of the business and IT on all continuity- and recovery-related issues.
5. Ensure that appropriate continuity and recovery mechanisms are put in place to meet or exceed the agreed business continuity targets.
6. Assess the impact of all changes on the ITSCM Plan and Recovery Procedures.
7. Ensure that proactive measures to improve the availability of services are implemented wherever it is cost-justifiable to do so.
8. Negotiate and agree the necessary contracts with suppliers for the provision of the necessary recovery capability to support all continuity plans in conjunction with the Supplier Management process.

1.2 SCOPE

These Standards applies to all users of ABS-CBN Corporation and all the Subsidiaries who will adapt this policy (the “Company”) with BCM functions, regardless of affiliation with the Company. **Users** include but are not limited to the following:

1. Employees¹

¹ Refers to all employees of the Company, whether regular (union and non-union members), probationary, project, contractual or casual employee, regardless of rank or position level, program/ workpool employees. [Definition lifted from ABS-CBN COC]

	IT SERVICE CONTINUITY MANAGEMENT STANDARDS AND PLAN		
	Information Technology Division		
	Business Continuity Management		
	Prepared By	Information Technology	
Policy Owner	Information Technology	Last Update By/ Date	03/19/2018

2. Personnel engaged by the Company to render services (e.g. Intellectual Property Creators (IPC), Independent Contractors (IC)¹, On the Job Trainees, etc.)
3. Third Party Contractors (e.g. Vendors, Suppliers, agency personnel, etc.)

2.0 RELATED DOCUMENTS

The following documents are related to the Standards:

1. Business Continuity Management (General)
2. Information Security Aspect of Business Continuity
3. IT Service Continuity Plan
4. IT Service Specific Recovery Procedures

3.0 ORGANIZATION OF THIS DOCUMENT

This document outlines the Standards and is aligned to ITIL V3 – IT Service Continuity Management, covering the Policies (4.0), Process (5.0), Performance Evaluation (6.0), and Improvement (7.0).

Guidelines and procedures of these standards shall be defined in separate documents.

4.0 ITSCM POLICIES

1. Safety of IT personnel and users shall be given the highest priority during and following a disaster or crisis.
2. IT systems, services and facilities shall be restored and recovered within required and agreed business timescales and within vendor contracted service levels.

5.0 ITSCM PROCESS

The Group shall follow the ITSCM Process, which is composed of the following activities: (1) Initiation, (2) Requirements and Strategy Formulation, (3) Implementation, and (4) Ongoing Operations.

5.1 INITIATION

The Group shall initiate the ITSCM and shall conduct the following activities: (1) Policy Setting, (2) Scope Definition, and Project Initiation.


5.1.1 POLICY SETTING

The Group shall establish the ITSCM Policy and communicate the same to all the members of the Group. The Policy, at the minimum, shall contain a set of management objectives and intention.

5.1.2 SCOPE DEFINITION

The Group shall define the scope and responsibilities of all the members in the ITSCM Organization. Outstanding audit points, regulatory or client requirements, and insurance organization stipulations shall be taken into consideration.

¹ For IPCs and ICs, extent of coverage to Information Security Policies shall be based on the terms of their Contract.

	IT SERVICE CONTINUITY MANAGEMENT STANDARDS AND PLAN		
	Information Technology Division		
	Business Continuity Management		
	Prepared By	Information Technology	
Policy Owner	Information Technology	Last Update By/ Date	03/19/2018

5.1.3 PROJECT INITIATION

The Group shall allocate resources to meet the objectives of ITSCM. Plans shall be established, monitored and controlled. Variances shall be addressed to achieve the acceptable level of quality.

5.2 REQUIREMENTS AND STRATEGY FORMULATION

The Group shall identify and analyze the business requirements for ITSCM. It shall perform the following activities: (1) Business Impact Analysis, (2) Risk Analysis, and (3) IT Service Continuity Strategy Formulation.

5.2.1 BUSINESS IMPACT ANALYSIS

The Group shall quantify the impact to the business the loss of service would have and shall identify the most important services to the organization.

5.2.2 RISK ANALYSIS

The Group shall identify the likelihood that a disaster or other serious service disruption will occur.

5.2.3 IT SERVICE CONTINUITY STRATEGY FORMULATION

The Group shall use the results of business impact analysis and risk assessment to enable the appropriate IT Service Continuity strategies. The strategies shall be an optimum balance of risk reduction and recovery or continuity options. The Group shall consider the relative service recovery priorities and the changes in relative service priority for the time of day, day of week and monthly and annual variations.

5.3 IMPLEMENTATION

The Group shall implement ITSCM. It shall perform the following activities: (1) Organization Planning, (2) Definition of IT Service Continuity Plan, (3) Designing IT Service Specific Recovery Procedures, and (4) Designing the Test Plan.


5.3.1 ORGANIZATION PLANNING

The Group shall assign members of the IT Service Continuity Management Response Team that is composed, at the minimum, of the following roles:

- Executive – senior management role with overall authority and direction setting function.
- Coordinator – coordination role, which shall be responsible for coordination efforts within the group.
- Recovery Team – service owner roles, which shall be responsible for executing the plans within their own areas.

5.3.2 DEFINITION OF IT SERVICE CONTINUTY PLAN

The Group shall prepare the ITSCM Plan that is aligned with the over-all Business Continuity Plan and based on the formulated strategies. It shall be developed to enable necessary information for critical systems, services and facilities to either continue to be provided or to be reinstated within an acceptable period to the business. It shall contain both resilience and recovery measures. The Group shall ensure that the ITSCM Plan is available to key personnel at all times and shall be a controlled document to ensure that only the latest versions are in circulation and each recipient shall ensure personal copy maintained off-site.

	IT SERVICE CONTINUITY MANAGEMENT STANDARDS AND PLAN		
	Information Technology Division		
	Business Continuity Management		
	Prepared By	Information Technology	
Policy Owner	Information Technology	Last Update By/ Date	03/19/2018

5.3.3 DESIGNING IT SERVICE SPECIFIC RECOVERY PROCEDURES

The Group shall define detailed procedures for recovering or reinstating the service. The Group shall ensure that the Recovery Procedures are available to key personnel at all times and shall be controlled documents to ensure that only the latest versions are in circulation and each recipient shall ensure personal copy maintained off-site.

5.3.4 DESIGNING THE TESTING PLAN

The Group shall plan for testing the ITSCM Plan and Recovery Procedures to ensure that the selected strategy, standby arrangements, logistics, recovery activities and procedures will work in practice.

5.4 ONGOING OPERATIONS

The Group shall maintain ITSCM through: (1) Education, awareness and training, (2) Review and Testing, and (3) Change Management.

5.4.1 EDUCATION, AWARENESS AND TRAINING

The Group shall ensure that all IT personnel are aware of the implications of business continuity and ITSM, and consider these as part of their normal working. Everyone involved in the plan shall be trained in how to implement the ITSCM Plan and Recovery Procedures.

5.4.2 TESTING

The Group shall establish a program for regularly testing the ITSCM Plan and Recovery Procedures to ensure that the critical components of the strategy meet their objectives.

5.4.3 CHANGE MANAGEMENT

The Group’s Change Management Process shall ensure that all changes are assessed for their potential impact on the ITSCM Plan and Recovery Procedures. These shall then be updated and tested before implementation.


6.0 PERFORMANCE EVALUATION

The Group shall measure, analyze and evaluate its ITSM in order to ensure their continuing suitability, adequacy and effectiveness. These evaluations shall be undertaken through periodic reviews, exercising, testing, post-incident reporting and performance evaluations. Significant changes arising shall be reflected in the ITSCM Plans and Recovery Procedures in a timely manner.

6.1 IT SERVICES ARE DELIVERED AND CAN BE RECOVERED TO MEET BUSINESS OBJECTIVES

The following are the key performance indicators:

- Regular audits of the ITSCM Plan and Recovery Procedures to ensure that, at all times, the agreed recovery requirements of the business can be achieved.
- All service recovery targets are agreed and documented in Service Level Agreements “SLA” and are achievable within the ITSCM Plan and Recovery Procedures.
- Regular and comprehensive testing of ITSCM Plan and Recovery Procedures.
- Regular reviews are undertaken of the business and IT continuity plans with the business areas.
- Negotiate and manage all necessary ITSCM contracts with third party.

	IT SERVICE CONTINUITY MANAGEMENT STANDARDS AND PLAN		
	Information Technology Division		
	Business Continuity Management		
	Prepared By	Information Technology	
Policy Owner	Information Technology	Last Update By/ Date	03/19/2018

- Overall reduction in the risk and impact of possible failure of IT services.

6.2 AWARENESS THROUGHOUT THE ORGANIZATION OF THE ITSCM PLAN AND RECOVERY PROCEDURES

The following are the key performance indicators:

- Ensure awareness of business impact, needs and requirements throughout the Group
- Ensure that all Group service areas and staff are prepared and able to respond to an invocation of the ITSCM Plan and Recovery Procedures.
- Regular communication of the ITSCM objectives and responsibilities within the appropriate business and IT service areas.

6.3 INTERNAL AUDIT

The Group shall conduct internal audits at planned intervals to provide information on whether the ITSCM conforms to the BCM and is effectively implemented and maintained.

6.4 MANAGEMENT REVIEW

The Group Management shall review the Group's ITSCM, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness.

The outputs of the management review shall include decisions related to continual improvement opportunities and the possible need for changes to the ITSCM.

7.0 IMPROVEMENT


7.1 NONCONFORMITY AND CORRECTIVE ACTIONS

When nonconformity occurs, the Group shall identify the nonconformity, take action to control and correct it, or deal with the consequences and evaluate the need for action to eliminate the causes of the nonconformity, in order that it does not recur or occur elsewhere.

7.2 CONTINUAL IMPROVEMENT

The Group shall continually improve the suitability, adequacy and effectiveness of the ITSCM.

<p>END OF DOCUMENT</p> <p>IT Service Continuity</p> <p>Management Standards</p>
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	IT SERVICE CONTINUITY MANAGEMENT STANDARDS AND PLAN		
	Information Technology Division		
	Business Continuity Management		
	Prepared By	Information Technology	
Policy Owner	Information Technology	Last Update By/ Date	03/19/2018

IT SERVICE CONTINUITY PLAN

8.0 INTRODUCTION

The Group (i.e. Technology Group within ABS-CBN Corporation and the subsidiaries who will adopt the framework or format of this plan) is committed to provide outstanding services and products to its customers, employees, shareholders and suppliers. To ensure the effective availability of essential products and services, the Group provides this IT Service Continuity Plan (“Plan”) in support of a comprehensive program for business continuity, disaster prevention and total business recovery.

8.1 PURPOSE AND OBJECTIVES

The purpose of this Plan is to support the overall Business Continuity Management (“BCM”) and IT Service Continuity Management (“ITSCM”) processes and objectives. This Plan aims to provide a standardized series of activities in responding to disaster or crisis that may affect IT technical and service facilities (including computer systems, networks, applications, data repositories, telecommunications, environment, technical support and Service Desk).

The specific objectives of this Plan are to:

9. Establish the roles and responsibilities of the IT Service Continuity Management Response Team (“ITSCM-RT”) before, during and after a disaster or crisis has been declared.
10. Establish the IT Service Continuity Procedures consisting of four stages (1) Planning Stage, (2) Response and Recovery Stage, (3) Post Disaster Stage, and (4) Communication and Monitoring Stage.
11. Enable the ITSCM-RT to:
 - a. plan and prepare for emergency situations
 - b. immediately respond to emergency situations
 - c. restore and recover critical services within the required and agreed business timescale
 - d. resume normal operations
 - e. review emergency response and crisis management
 - f. communicate updates effectively

8.2 SCOPE

This Plan applies to all users of ABS-CBN Corporation and all the Subsidiaries who will adapt these procedures (the “Company”) with BCM functions, regardless of affiliation with the Company. **Users** include but are not limited to the following:


1. Employees¹
2. Personnel engaged by the Company to render services (e.g. Intellectual Property Creators (IPC), Independent Contractors (IC)², On the Job Trainees, etc.)
3. Third Party Contractors (e.g. Vendors, Suppliers, agency personnel, etc.)

This Plan applies to identified or common disaster scenarios.³

¹ Refers to all employees of the Company, whether regular (union and non-union members), probationary, project, contractual or casual employee, regardless of rank or position level, program/ workpool employees. [Definition lifted from ABS-CBN COC]

² For IPCs and ICs, extent of coverage to Information Security Policies shall be based on the terms of their Contract.

³ Classifications and Levels of Disaster or Crisis will be discussed in subsequent Phases. In addition, IT Service Continuity Plan will anchor its impact and risk assessment on the over-all business impact analysis of the organization.

 ABS-CBN	IT SERVICE CONTINUITY MANAGEMENT STANDARDS AND PLAN		
	Information Technology Division		
	Business Continuity Management		
	Prepared By	Information Technology	
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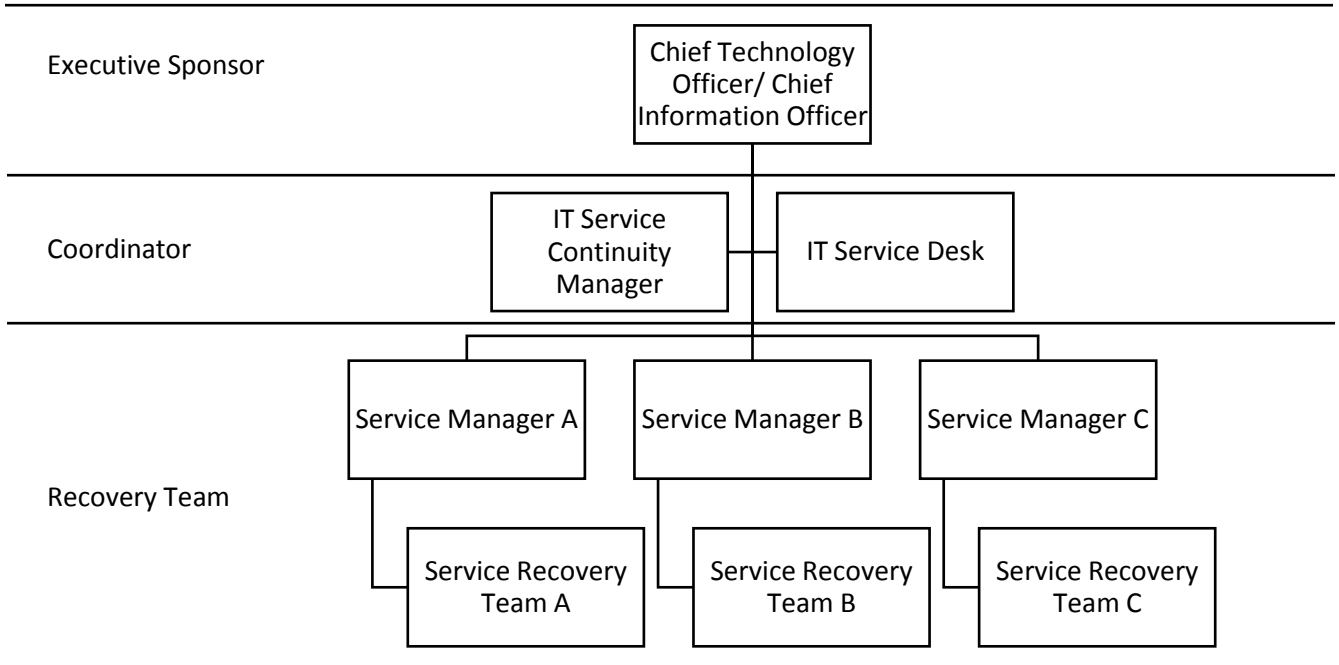
9.0 RELATED DOCUMENTS

The following documents are related to the IT Service Continuity Plan:

5. Business Continuity Management (General)
6. IT Service Continuity Management Standards
7. IT Service Specific Recovery Procedures
8. Information Security Aspect of Business Continuity

10.0 ITSCM-RT ORGANIZATIONAL STRUCTURE

The illustration below summarizes the ITSCM-RT Organizational Structure



11.0 ITSCM ROLES AND RESPONSIBILITIES

This section summarizes the roles and responsibilities of the ITSCM-RT.

Role	Responsibilities		
	Planning Stage	Response and Recovery Stage	Post Disaster
Chief Technology Officer / Chief Information Officer	<ul style="list-style-type: none"> • Provide executive sponsorship and direction for ITSCM • Approve policy, standards, plan and resources for ITSCM 	<ul style="list-style-type: none"> • Declare activation IT Service Recovery Procedures • Provide the communications to the BCM Committee 	<ul style="list-style-type: none"> • Declare deactivation of IT Service Recovery Procedures



IT SERVICE CONTINUITY MANAGEMENT STANDARDS AND PLAN


Information Technology Division

Business Continuity Management

Prepared By | Information Technology

Policy Owner | Information Technology | Last Update By/ Date | 03/19/2018

Role	Responsibilities		
	Planning Stage	Response and Recovery Stage	Post Disaster
(CTO / CIO)		and Executive Committee <ul style="list-style-type: none"> Approve official statements and communication memos 	
IT Service Continuity Manager	<ul style="list-style-type: none"> Maintain ITSCM Standards and Plan Ensure education, awareness and auditing plans 	<i>*Rotating every 24hours</i> <ul style="list-style-type: none"> Lead the ITSCM coordination Update / report to the CTO/CIO Ensure proper enforcement of the ITSC Policies, Standards and processes Craft official statement to be reviewed by the CTO / CIO 	<ul style="list-style-type: none"> Lead the post disaster review
Service Manager	<ul style="list-style-type: none"> Ensure that IT Service Recovery Procedures are maintained, up to date and tested Ensure education and awareness of the Service Recovery Team 	<i>*Rotating every 24hours</i> <ul style="list-style-type: none"> Lead and manage the Service Recovery Team, its safety, shifts and its activities Provide on-ground communications to the CTO / CIO and ITSC Manager whenever applicable Manage and monitor the ITSC during operations 	<ul style="list-style-type: none"> Lead the Service Recovery Team Provide service specific reports during the post disaster review
Service Recovery Team	<ul style="list-style-type: none"> Maintain and test the IT Service Recovery Procedures 	<ul style="list-style-type: none"> Execute the IT Service Continuity 	<ul style="list-style-type: none"> Assess recoverability and restoration of resources where the

	IT SERVICE CONTINUITY MANAGEMENT STANDARDS AND PLAN		
	Information Technology Division		
	Business Continuity Management		
	Prepared By	Information Technology	
Policy Owner	Information Technology	Last Update By/ Date	03/19/2018

Role	Responsibilities		
	Planning Stage	Response and Recovery Stage	Post Disaster
		Plan and IT Service Recovery Procedures	disaster has occurred. <ul style="list-style-type: none"> • Manage primary site restoration and rebuilding activities. • Restore IT systems, application and data communication support at the primary site. • Provide service specific reports during the post disaster review
IT Service Desk	<ul style="list-style-type: none"> • Maintain and ensure that IT personnel contact list is up to date • Maintain and ensure that IT personnel schedule is up to date • Maintain and ensure that supplier contact list is up to date 	<ul style="list-style-type: none"> • Provide internal (group level) update • Issue official statements and communication memos that are approved by the CTO/CIO 	<ul style="list-style-type: none"> • Provide input during the post-disaster review

12.0 IT SERVICE CONTINUITY PROCEDURES

This section summarizes the IT Service Continuity Procedures consisting of four stages (1) Planning Stage, (2) Response and Recovery Stage, (3) Post-Disaster Stage, and (4) Communication and Monitoring Stage.



IT SERVICE CONTINUITY MANAGEMENT STANDARDS AND PLAN

Information Technology Division

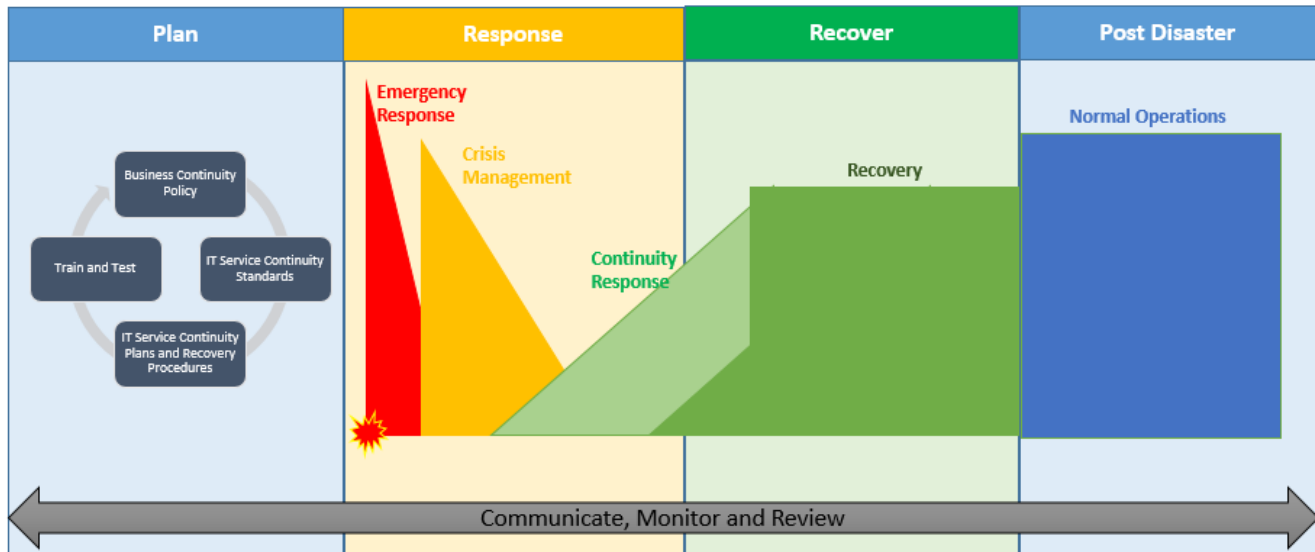
Business Continuity Management

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Last Update By/ Date

03/19/2018



PLANNING STAGE			
Input	Activities	Output	Responsible
Business Continuity Policy			
<input type="checkbox"/> Business Strategy <input type="checkbox"/> Forecasts	5.1. Define the Business Continuity Policy and Strategy	<input type="checkbox"/> Business Continuity Policy <i>*Enterprise level BCP</i>	<input type="checkbox"/> Enterprise Business Continuity Manager
IT Service Continuity Standards			
<input type="checkbox"/> Business Continuity Policy	5.2. Define and maintain the IT Service Continuity Standards	<input type="checkbox"/> IT Service Continuity Standards	<input type="checkbox"/> IT Service Continuity Manager
	5.3. Review and Approve the IT Service Continuity Standards		<input type="checkbox"/> CTO / CIO, Service Managers
IT Service Continuity Plans and Recovery Procedures			
<input type="checkbox"/> IT Service Continuity Standards	5.4. Define and maintain the IT Service Continuity Plan	<input type="checkbox"/> IT Service Continuity Plan	<input type="checkbox"/> IT Service Continuity Manager
	5.5. Review and Approve the IT Service Continuity Plan		<input type="checkbox"/> CTO / CIO, Service Managers



IT SERVICE CONTINUITY MANAGEMENT STANDARDS AND PLAN

Information Technology Division

Business Continuity Management

Prepared By | Information Technology

Policy Owner | Information Technology | Last Update By/ Date | 03/19/2018

PLANNING STAGE

Input	Activities	Output	Responsible
	5.6. Define and maintain the IT Service Recovery Procedures		<input type="checkbox"/> Service Recovery Team
	5.7. Review and Approve the IT Service Recovery	<input type="checkbox"/> IT Service Recovery Procedures	<input type="checkbox"/> Service Manager
	5.8. Maintain contact lists and schedule	<input type="checkbox"/> IT Personnel Contact List and Schedule <input type="checkbox"/> Supplier Contact List	<input type="checkbox"/> IT Service Desk
Training and Testing			
<input type="checkbox"/> IT Service Continuity Standards <input type="checkbox"/> IT Service Continuity Plan	5.9. Educate and train ITSCM-RT	<input type="checkbox"/> Training attendance	<input type="checkbox"/> IT Service Continuity Manager
<input type="checkbox"/> IT Recovery Procedures	5.10. Educate and train Service Recovery Team	<input type="checkbox"/> Training attendance	<input type="checkbox"/> Service Manager

RESPONSE AND RECOVERY STAGE

Input	Activities	Output	Responsible
Emergency Response			
<input type="checkbox"/> Declared Disaster (from Enterprise BCM)	5.11. Declare activation of IT Service Continuity Procedures and Recovery Plan	<input type="checkbox"/> Declaration of ITSC activation	<input type="checkbox"/> CTO / CIO
<input type="checkbox"/> Declaration of ITSC activation	5.12. Contact and ensure safety of team members	<input type="checkbox"/> <i>This activity shall follow Corporate Security and Safety Procedures</i>	
<input type="checkbox"/> Declaration of ITSC activation	5.13. Coordinate with ITSCM-RT	<input type="checkbox"/> Responses from ITSCM-RT	<input type="checkbox"/> IT Service Continuity Manager
Crisis Management and Continuity Response			



IT SERVICE CONTINUITY MANAGEMENT STANDARDS AND PLAN

Information Technology Division

Business Continuity Management

Prepared By | Information Technology

Policy Owner | Information Technology | Last Update By/ Date | 03/19/2018

RESPONSE AND RECOVERY STAGE

Input	Activities	Output	Responsible
<input type="checkbox"/> Declaration of ITSC activation	5.14. Execute IT Recovery Procedures	<input type="checkbox"/> Recovered Services	<input type="checkbox"/> Service Manager / Service Recovery Team
Recovery			
<input type="checkbox"/> Disaster status lifted (from Enterprise BCM)	5.15. Declare deactivation of IT Service Continuity Procedures and Recovery Plan	<input type="checkbox"/> Declaration of ITSC deactivation	<input type="checkbox"/> CTO / CIO
<input type="checkbox"/> Declaration of ITSC deactivation	5.16. Coordinate with ITSCM-RT	<input type="checkbox"/> Responses from ITSCM-RT	<input type="checkbox"/> IT Service Continuity Manager
<input type="checkbox"/> Declaration of ITSC activation	5.17. Execute IT Recovery Procedures to return to normal operations	<input type="checkbox"/> Normal Operations	<input type="checkbox"/> Service Manager / Service Recovery Team

POST DISASTER STAGE

Input	Activities	Output	Responsible
<input type="checkbox"/> Normal Operations	5.18. Conduct post disaster review	<input type="checkbox"/> Post Disaster Report	<input type="checkbox"/> ITSCM-RT

COMMUNICATION AND MONITORING STAGE

Input	Activities	Output	Responsible
Internal (Group Level) Communication			
<input type="checkbox"/> On-ground activity / event	5.19. Update CTO / CIO and IT Service Continuity Manager	<input type="checkbox"/> Update	<input type="checkbox"/> ITSCM-RT
<input type="checkbox"/> Update	5.20. Create communication memo	<input type="checkbox"/> Communication memo	<input type="checkbox"/> IT Service Continuity Manager
<input type="checkbox"/> Contacts List <input type="checkbox"/> Communication memo	5.21. Send Communication memo	<input type="checkbox"/> Distributed communication memo	<input type="checkbox"/> IT Service Desk
Business Unit and Supplier Communication			



IT SERVICE CONTINUITY MANAGEMENT STANDARDS AND PLAN

Information Technology Division

Business Continuity Management

Prepared By | Information Technology

Policy Owner | Information Technology | Last Update By/ Date | 03/19/2018

COMMUNICATION AND MONITORING STAGE			
Input	Activities	Output	Responsible
<input type="checkbox"/> On-ground activity / event	5.22. Update CTO / CIO and IT Service Continuity Manager	<input type="checkbox"/> Update	<input type="checkbox"/> ITSCM-RT
<input type="checkbox"/> Update	5.23. Create communication memo	<input type="checkbox"/> Communication memo	<input type="checkbox"/> IT Service Continuity Manager
<input type="checkbox"/> Communication memo	5.24. Review and Approve communication memo	<input type="checkbox"/> Communication memo	<input type="checkbox"/> CTO / CIO
<input type="checkbox"/> Contacts List <input type="checkbox"/> Communication memo	5.25. Send Communication memo	<input type="checkbox"/> Distributed communication memo	<input type="checkbox"/> IT Service Desk
Business Continuity Committee and Executive Communication			
<input type="checkbox"/> On-ground activity / event	5.26. Update CTO / CIO and IT Service Continuity Manager	<input type="checkbox"/> Update	<input type="checkbox"/> ITSCM-RT
<input type="checkbox"/> Update	5.27. Create communication memo	<input type="checkbox"/> Communication memo	<input type="checkbox"/> IT Service Continuity Manager
<input type="checkbox"/> Communication memo	5.28. Review and Approve communication memo	<input type="checkbox"/> Communication memo	<input type="checkbox"/> CTO / CIO
<input type="checkbox"/> Communication memo	5.29. Send Communication memo	<input type="checkbox"/> Distributed communication memo	<input type="checkbox"/> CTO / CIO, IT Service Continuity Manager

13.0 ITSCM PLAN REVIEW AND IMPROVEMENT

The Plan shall be reviewed at least once year or if there are any major updates in IT systems, services, or facilities.

END OF DOCUMENT
IT Service Continuity Plan